QUESTION		ANSWER
What is your recommended password practice for companies that use SSO? You still have to fill in the password field. How do you ensure that "Welcome1" isn't the password indefinitely because users are logging in with SSO? -- If you enter a native password, it creates a backdoor. So you'd need to set weird and unique passwords or the default should be one that is not shared and would not be obvious via feed.		When creating a user profile, the password is a required field. One suggestion is to create a password that is very strong and not share it with the user. You are not restricted to using *Welcome1* or other simple passwords. Some browser settings provide suggested strong passwords, and this may be another option for you.
Is it possible to enable a function in ComplianceWire® that reminds you to save changes you make to a user profile?		I suggest making an enhancement request to our product team.
When would you use the Lock User Login function vs Disable User Account function?		**Lock User Login** prevents a user from logging into the system but the items remain on their To-Do list and continue to age. Just like **Lock User Login**, **Disable User Account** prevents the user from logging into the system but it also wipes their To-Do list clean.
Can we use both custom and non-custom field to create inclusion AND exclusion criteria for user groups. Eg – could we exclude employee status of consultants from a user group?		Yes, you can use the operator of *not equal to* to exclude by a custom field of **Employee Status**.
How would you handle the scenario where a manager leaves the company but the new manager hasn't been identified/hired? Can you tell ComplianceWire® to use the manager of the manager who left?		You can either reassign a new person (the old manager's manager) as the manager or, if enabled for your company, have the manager's manager be a Proxy manager for the affected users. If you have enabled manager hierarchy, this feature already lets a senior manager to view down their organization.
How would you set up user group criteria where user is is QA OR Regulatory but is NOT eg a consultant?		Depending on how you label your custom fields: **Department** > **equal to** > **QA**, **Regulatory** **Employee Status** > **not equal to** > **Consultant** Confirm **Match All Conditions** is checked (the default).
Sorry if I missed it, could you please explain Domain Associations?		When enabled for your company, Domains let you restrict security access of Administrators to manage a smaller data set. *Example*: instead of all of Clinical Trials, you can choose specific clinical trials within it broken out by **Customer**, **Country**, **Role**, **Site**, or **Study** domain classification.
How many reference documents can you add per user?		The number is pretty high (maybe 1,000?), but be aware that the learner will always see every reference document in the To-Do list line as well as their History line.

QUESTION		**ANSWER**
Is it possible to put a red asterisk next to E-mail field (even if only cosmetic, no programming needed, and can be quickly implemented) so that we'll make sure we always enter e-mail. Or a purple asterisk, for example, to distinguish it from red. -- Can a company set a Custom Field as required?		No all users have an email address. This is true with manufacturing or production line personnel. If your company would like to make this a requirement, it may be possible as a customization. This would be a for fee customization work order which may need to be reset/redone with each and every future release.
Status: if it's on vacation or maternity leave for example, will ComplianceWire® pause due dates for training, so the person doesn't go into overdue?		If you wish to not have a learner's assignments age on the To-Do list, disable the user. This wipes their To-Do list clean. When they come back and you enable their account, ComplianceWire® reassigns items as appropriate (only for recurring assignments, NOT one-time). Note that any recurring assignment due date is calculated from the retraining period/retraining due in will be restored, and the learner may be immediately overdue on reactivation. If you wish to avoid this immediately overdue, you will need to enable the Grace Period functionality. Client Services will be happy to activate this feature at no cost. You may want to consider your own change control and validation before requesting this functionality.
Is there a way to allow a someone to edit certain custom fields (not connected to HR feed) without allowing them to update User ID?		Yes. First give the user a security role that permits to **View Users** and then check the box for each custom field you will allow them to edit.
Manually add a user. For Home Organization, can parent see children or children see parent org?		Security roles grant allocated permission down the org node structure until it meets another granted security role. If you have a rather sophisticated org node structure and are having issues with granting permissions, please reach out to Client Services for assistance.
If you disable a user account will the nightly feed override and enable the account.		This behavior is dictated by your HR feed requirements. The most common setting is that the HR feed will override any manual/administrative action, so as such you would need to disable the user in the HR system/source file.

OUT OF SCOPE QUESTION		**ANSWER**
When a user completes the entire curriculum of NHO (new hire orientation), will that person get automatically get removed from that User Group?		If you set up a rule with the SmartCurriculum tool that upon successfully completion of the last item sequenced in the curriculum that the user is removed from the user group, then yes.

OUT OF SCOPE QUESTION		**ANSWER**
Question regarding assigning user with trainings. I can assign training items to a user group directly; or I can assign a curriculum to the user group with the training items. Which one would you recommend then?		Depends on the training content. Though it makes for easier administration to assign one curriculum (with multiple training items) to one user group (with multiple users).
Please can you expand on the curriculum owner security role. How you do it?		The Curriculum Owner feature is used to identify the person most responsible for the design of the curriculum. This is typically the SME (or process owner) and would not necessarily be the training administrator who is creating the curriculum within ComplianceWire®. The curriculum must be versioned if you wish to utilize approval workflows within ComplianceWire®. The curriculum owner will receive an email notification in addition to a listing on the Knowledge Center's Tasks. Only one user at a time can be designated as a Curriculum Owner per curriculum.

END OF **Q&A**