



The Defense Organizational Climate Survey (DEOCS) is a tool that provides commanders and Department of Defense (DoD) leaders with important feedback about the current climate within their unit or organization. The User Management page allows users to make updates to user accounts to reflect changing organizations and roles, including the creation of new users and editing of existing users, updating permissions for the accounts, and creating new user roles. This document provides an overview of the User Management page within the DEOCS Portal and outlines the user management capabilities available to users.

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About User Management

This section provides an overview of the User Management page and some of its more common uses. The DEOCS Portal User Management page allows users to make updates to user accounts. This section of the Portal also allows activation and inactivation of users.

Note: Not all DEOCS Portal users will have access to the User Management page. This function is typically reserved for users acting as survey administrators, Service Users, or Service Administrators. If you do not have access to the User Management page and would like to find out more, contact your Service’s Military Equal Opportunity (MEO) representative.

There are many reasons why the User Management function is important, but here are some of the more common uses of the functionality:

- **A new member of a unit or organization needs a DEOCS Portal account.** A user account can be set up for this member to streamline access.
- **A user no longer has access to the e-mail associated with the DEOCS Portal.** The user’s account can be edited, and a new e-mail address can be assigned to the account.
- **A user is overseeing many different DEOCS administrations within their organization.** This user can be assigned access to view multiple administrations with a new access group (i.e., Service Administrator or Service Member).

- **A user has moved from one organization to another.** This user can be removed from their old organization and added to the new organization.
- **A user is no longer a member of the unit or organization.** This user's account can be inactivated.

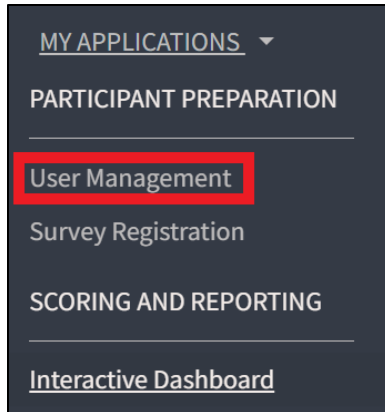
Accessing User Management

This section provides users with step-by-step instructions for accessing the User Management page within the DEOCS Portal.

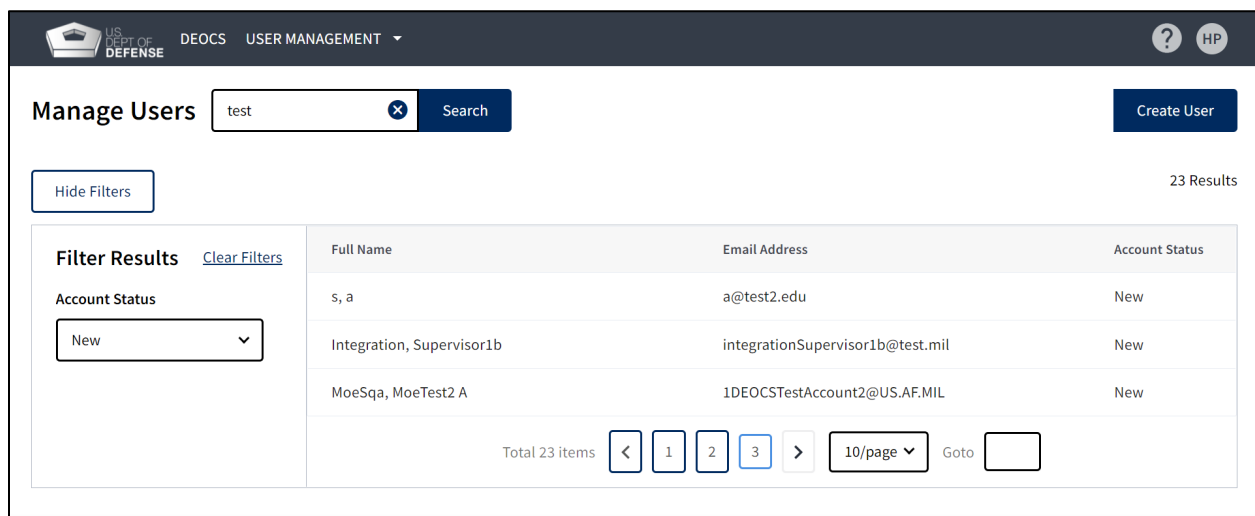
- **Step 1 – Log in to the DEOCS Portal (www.drcedirect.com/all/eca-portal-v2-ui/#/login/deocs).**
 - For best results, use Google Chrome, Mozilla Firefox, Microsoft Edge, or Apple Safari. Internet Explorer is not a supported browser at this time.

The screenshot shows the DEOCS Portal login interface. On the left, there is a 'Sign In' form with the following elements: a 'Username *' field, a 'Password *' field with a 'Show Text' checkbox, a 'Sign in' button, and a 'Forgot your password?' link. On the right, the page displays a 'Welcome to the DEOCS Portal' message and a prominent announcement: 'DEOCS 5.0 Temporary Delay of DEOCS Administrative Emails'. This announcement states that administrative emails will be delayed from Dec. 16 - Dec. 22 & Jan. 4 - Jan 8, 2022, due to high email volume from other Office of People Analytics (OPA) surveys. It lists three affected actions: 'Accessing the DEOCS Portal', 'Registering a DEOCS', and 'Getting the Link and Passcode to Access Your DEOCS'. The footer includes '© DRC Insight 2022' and links for 'Contact Us', 'Terms of Use', 'Privacy Policy', and 'Browser Requirements'.

- **Step 2 – Navigate to the “My Applications” menu at the top of the page and then select “User Management.”**



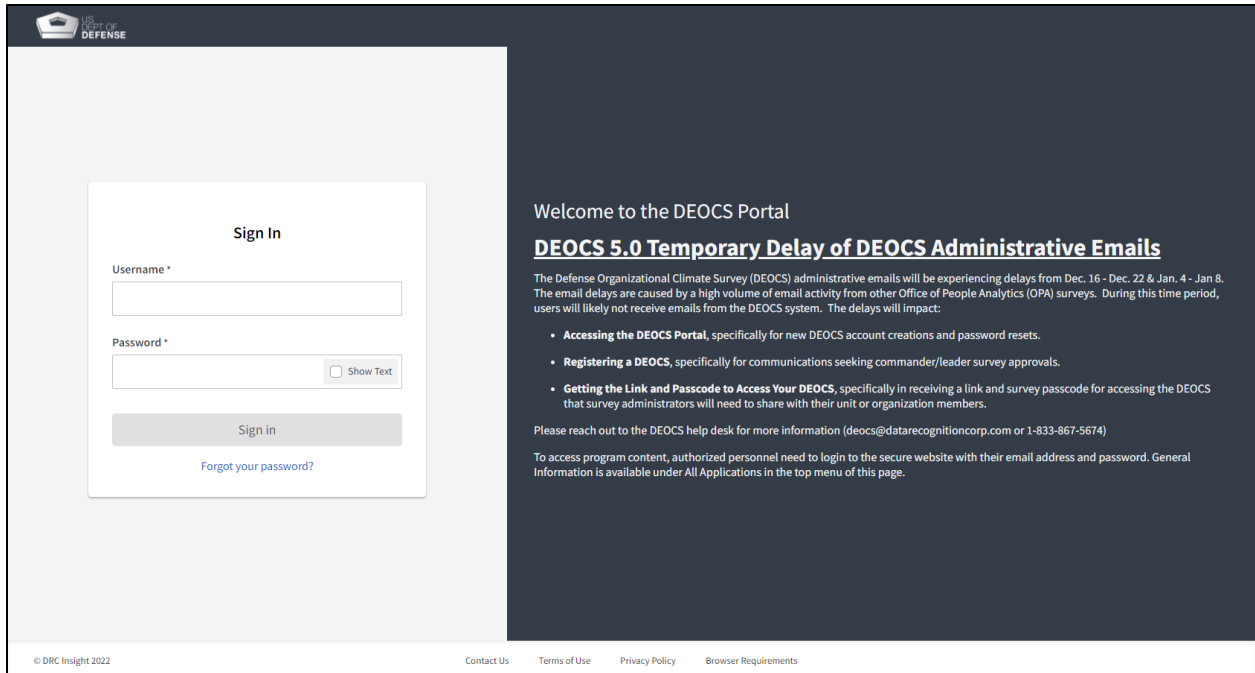
- **Step 3 – Search for users by name or e-mail in the search bar in the upper left corner of the screen.**
 - Search results will be displayed in the center of the screen.
 - Results can be filtered by account status by using the filters at left.
 - New users can be created by using the “Create User” button in the upper right corner of the screen.



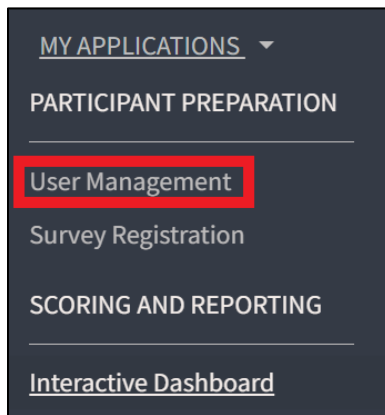
Creating New Users

This section provides step-by-step instructions to create new users within the User Management page.

- **Step 1 – Log in to the DEOCS Portal (www.drcedirect.com/all/eca-portal-v2-ui/#/login/deocs).**
 - For best results, use Google Chrome, Mozilla Firefox, Microsoft Edge, or Apple Safari. Internet Explorer is not a supported browser at this time.



- **Step 2 – Navigate to the “My Applications” menu at the top of the page and then select “User Management.”**



- **Step 3 – Click the “Create User” button at the top right of the screen.**



- **Step 4 – Enter the new user’s account information.** The “New User” page will ask for the following information:
 - **First Name.** This field is required.
 - **Middle Name.**
 - **Last Name.** This field is required.
 - **E-mail.** This field is required. A .mil e-mail address must be used.
 - **Phone.**

New User Cancel User Creation

Account Information

First Name * Middle Name Last Name *

Email *

Phone:

Continue

- **Step 5 – Click “Continue”**
- **Step 6 – Select an organization.**
 - Use the search bar to locate and select the appropriate organization.
 - Organizations include DoD, Joint Service, National Guard, active duty and Reserve options for all Services, and the Military Service Academies (MSA) and MSA Preparatory Schools.

New User - Assign Access Groups Back Cancel User Creation

Email: testaccount@mail.mil
Name: Test Account

Select an Organization *

 Search

- **Step 7 – Assign access groups.**
 - Select the appropriate access group(s) and click “Assign.” This selection will assign the level of access to the DEOCS Portal that the new user will have.
 - The access groups available for assignment in this step are dependent upon the user that is creating the new account. Users may not assign a higher access group than they possess.
 - Available user access groups include Service Level Administrator, Service Level Member, Service Level User, Survey Administrator, and Commander and Supervisor.¹

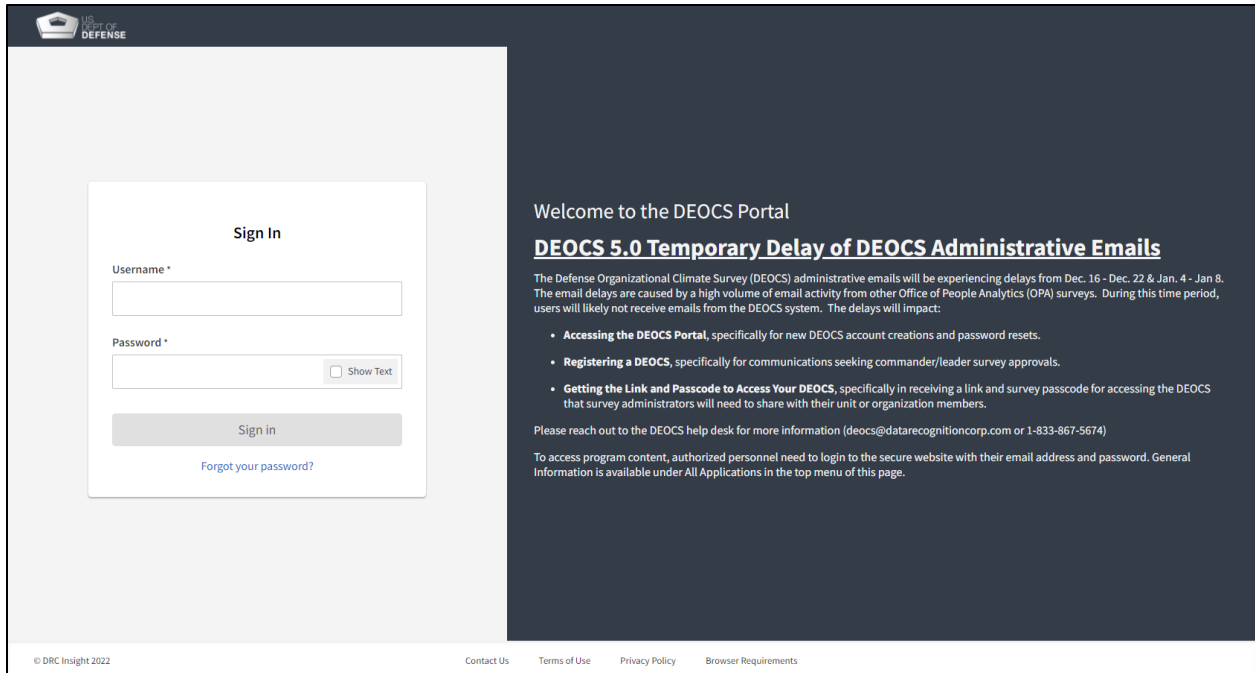
¹ For a description of DEOCS user roles, navigate to <https://www.defenseculture.mil/Assessment-to-Solutions/A2S-Home/> and select the document titled “User Roles and the DEOCS Process” under step 1, Prepare.

- **Step 8 – Confirm that the information entered is accurate.**
 - The new user’s account will be displayed. The Organizations/Access Groups tab displays the organizations and access groups assigned to the user, while the Account Information tab displays their name, e-mail, and phone number.
 - If the information displayed is accurate, no further action is needed. The new user will receive an e-mail notification to create their password and activate their account.
 - If the information displayed is not accurate, navigate to the appropriate tab and make any necessary changes using the instructions outlined in steps 4–7.

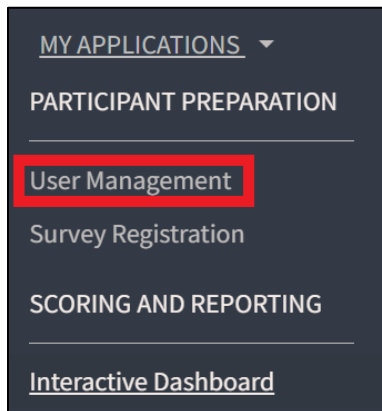
Editing Existing Users

This section provides step-by-step instructions to make edits to existing user accounts within the User Management page.

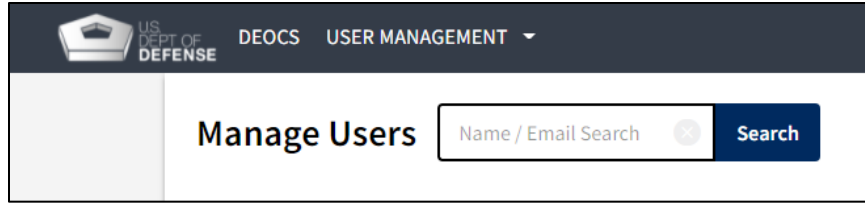
- **Step 1 – Log in to the DEOCS Portal (www.drcedirect.com/all/eca-portal-v2-ui/#/login/deocs).**
 - For best results, use Google Chrome, Mozilla Firefox, Microsoft Edge, or Apple Safari. Internet Explorer is not a supported browser at this time.



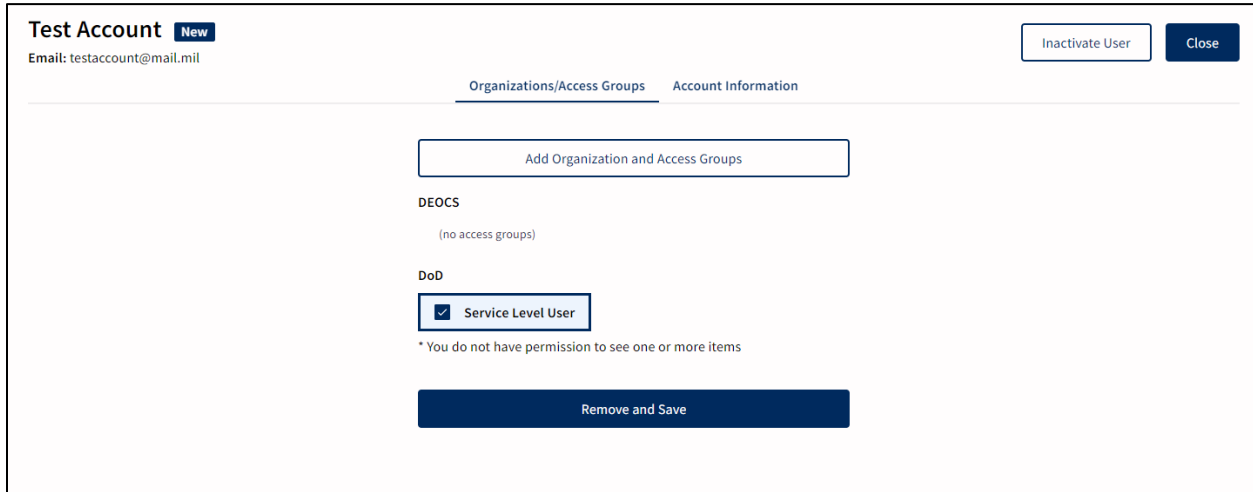
- **Step 2 – Navigate to the “My Applications” menu at the top of the page and then select “User Management.”**



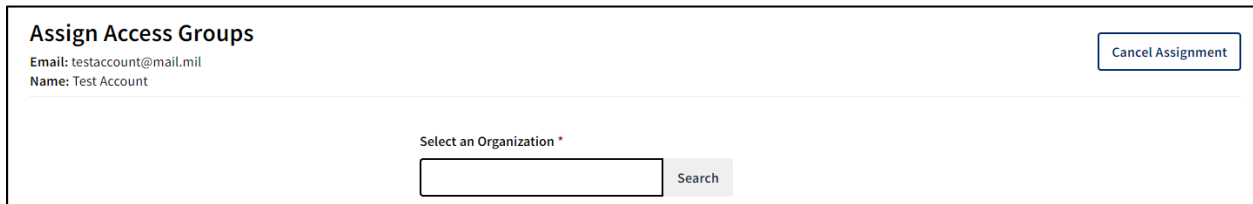
- **Step 3 – Using the search bar in the upper left corner of the screen, locate the appropriate user to edit.**
 - Click anywhere on the user’s information to be taken to the user’s account.
 - To make edits to the user’s organization or access groups, continue to Step 4.
 - To make edits to the user’s account information, skip to Step 9.
 - To inactivate a user’s account, skip to Step 11.



- **Step 4 – Remove access groups.** Click the check box next to the access group to be removed and then click “Remove and Save.” This will revoke the user’s membership to the specified access group.



- **Step 5 – Click the “Add Organizations and Access Groups” button.**
- **Step 6 – Select an organization.**
 - Use the search bar to locate and select the appropriate organization.
 - Organizations include DoD, Joint Service, National Guard, active duty and Reserve options for all Services, and the Military Service Academies (MSA) and MSA Preparatory Schools.



- **Step 7 – Assign access groups.**
 - Select the appropriate access group(s) and click “Assign.” This selection will decide the level of access to the DEOCS Portal that the new user will have.
 - The access groups available for assignment in this step are dependent upon the user that is creating the new account. Users may not assign a higher access group than they possess.

- Available user access groups include Service Level Administrator, Service Level Member, Service Level User, Survey Administrator, and Commander and Supervisor.²

- **Step 8 – Confirm that the information entered is accurate.**
 - The new user’s account will be displayed. The Organizations/Access Groups tab displays the organizations and access groups assigned to the user, while the Account Information tab displays their name, e-mail, and phone number.
 - If the information displayed is accurate, no further action is needed. The new user will receive an e-mail notification to create their password and activate their account.
 - If the information displayed is not accurate, navigate to the appropriate tab and make any necessary changes using the instructions outlined in steps 4–7.
- **Step 9 – Navigate to the “Account Information” tab.** Click the “Account Information” tab to view the user’s account information.

- **Step 10 – Edit the user’s account information.** Edits can be made to the user’s name, e-mail address, and phone number. Once finished, click “Save Changes.” The user’s account information is now updated.

² For a description of DEOCS user roles, navigate to <https://www.defenseculture.mil/Assessment-to-Solutions/A2S-Home/> and select the document titled “User Roles and the DEOCS Process” under step 1, Prepare.

Test Account New

Email: testaccount@mail.mil

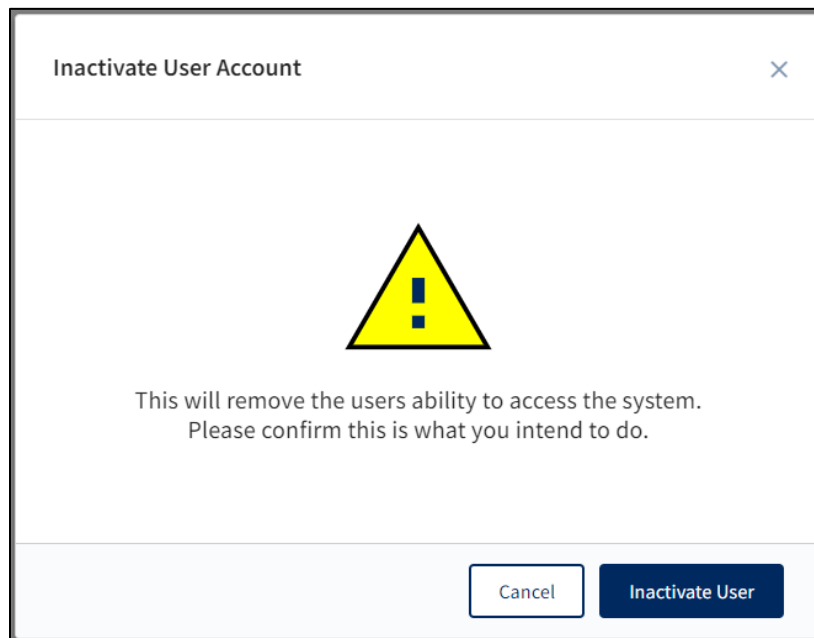
Organizations/Access Groups
Account Information

First Name *	Middle Name	Last Name *
<input type="text" value="Test"/>	<input type="text"/>	<input type="text" value="Account"/>

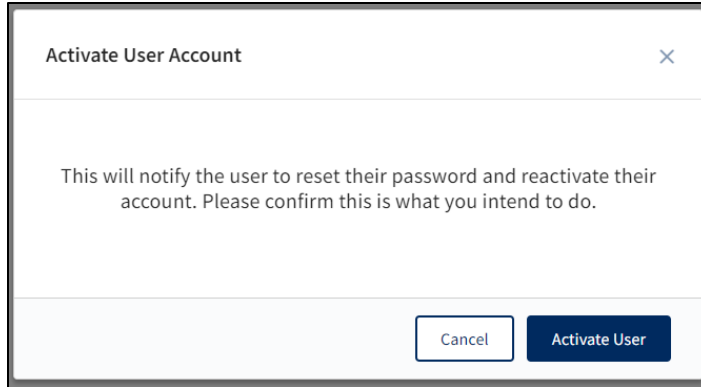
Email *

Phone:

- Step 11 – Inactivate a user.** Click the “Inactivate User” button at the top right of the user’s account. When prompted by a pop-up window, select “Inactivate User.” Note that a user cannot interact with the DEOCS once their account is inactivated.



- Step 12 – Activate a user.** Click the “Activate User” button at the top right of an inactive user’s account. When prompted by a pop-up window, select “Activate User.” The user will receive an e-mail notification to reset their password and activate their account.



Contacting the DEOCS Help Desk

If you have questions or have any problems requesting a DEOCS, please contact our help desk at:

- deocs@datarecognitioncorp.com
- 1-833-867-5674