

# Helpful Hints for CN On-Line Claim Application

1. A person can only be assigned in one [1] User Group. If you receive the message, “HTTP Error 401.x – Unauthorized: Access is denied due to error. “” the user is assigned to more than one user group, contact your CN Group Manager or CN Account Manager.
2. ADE Security for Single Sign On will only manage two CN User Groups: CN Group Manager and CN Approver (the approver should be the person listed on the CN Agreement/Policy Statement as the person authorized to sign the claim for reimbursement. Here is a link to District Access Information: [District Access Information \(arkansas.gov\)](https://adedata.arkansas.gov) to view who has been assigned as the Group Manager or Approver. The Districts Active Directory Account Manager, ADAM, will know how to obtain and submit the forms to make changes to these two groups.
3. The CN Group Manager will assign and manger the usernames/passwords for the CN Submit, CN Entry and CN Viewer User Groups.
4. The District may not need someone assigned to the CN Viewer User Group. That User Group not being filled will not hinder the application process.
5. When the claim has been entered and submitted the CN Submitter will have to notify the CN Approver the claim is ready to be verified and approved. **No email will be sent to the CN Approver from the system when the claim is ready for approval.**
6. Log-in issues should be handled by the ADAM Account Manager or the CN Group Manager.

The Account Manager will go to this website: [Security Resources \(arkansas.gov\)](https://adedata.arkansas.gov)

They download the document ADAM – Active Directory Account Manager.

They place a ticket with IT following the instructions in section 5 of the Account Manager document.

Once in, submit a ticket to change the individual(s) to the appropriate positions.

<https://adedata.arkansas.gov/security/ManagedContent/Docs/ADAMActiveDirectoryAccountManager.pdf>

## Security Resources

### Active Directory Account Management (State Applications)

ADAM – Active Directory Account Management System



Visit link

### Information

Account Notification Management System – (State Staff Only)



Visit link

District Access Information



Visit link

### Manager Guides

ADAM – Active Directory Account Manager



Download

ADAM – Child Nutrition Group Manager



Download

### Passwords

User Password Change (for state Active Directory accounts)



Download

### Update Instructions for District Access Information

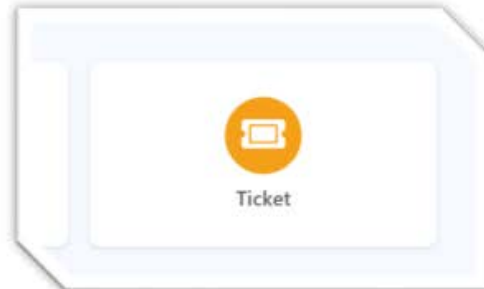
Update Instructions for District Access Information



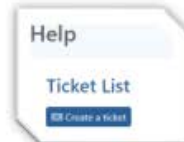
Download

##### 5) TICKETS for Active Directory Account Management issues

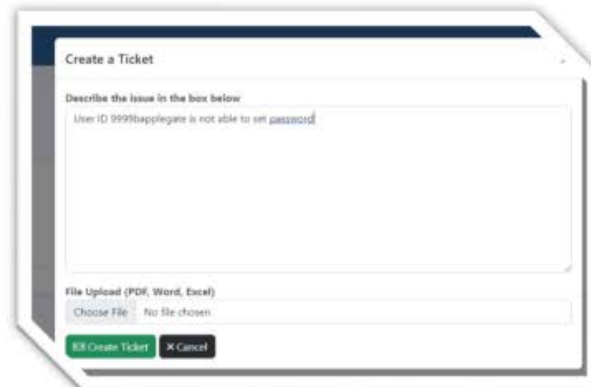
- Visit <https://adam.ad.arkansas.gov> - Enter 'User ID' and 'Password'
- On the landing page, select the "Ticket" icon



- Select the "Create a ticket" icon



- Fill in the desired text, then select the "Create ticket" icon

A form titled "Create a Ticket" with a dark blue header. Below the header is a text area with the placeholder text "Describe the issue in the box below". The text area contains the text "User ID 9997baplegame is not able to set password". Below the text area is a file upload section with the text "File Upload (PDF, Word, Excel)" and a button labeled "Choose File" next to the text "No file chosen". At the bottom of the form are two buttons: a green button labeled "Create Ticket" and a black button labeled "Cancel".

- Active tickets will be listed in the "Ticket List"



| Ticket Id                          | Created By   | Created On           |
|------------------------------------|--------------|----------------------|
| <a href="#">ADAM-2023-TKT-0001</a> | Nicole Avery | 3/11/2023 3:52:43 PM |

7. On-line Claim Application issues should be handled by making a screen shot of the error message and emailing the message to Matthew Burns at Child Nutrition:  
[Matthew.Burns@arkansas.gov](mailto:Matthew.Burns@arkansas.gov) .