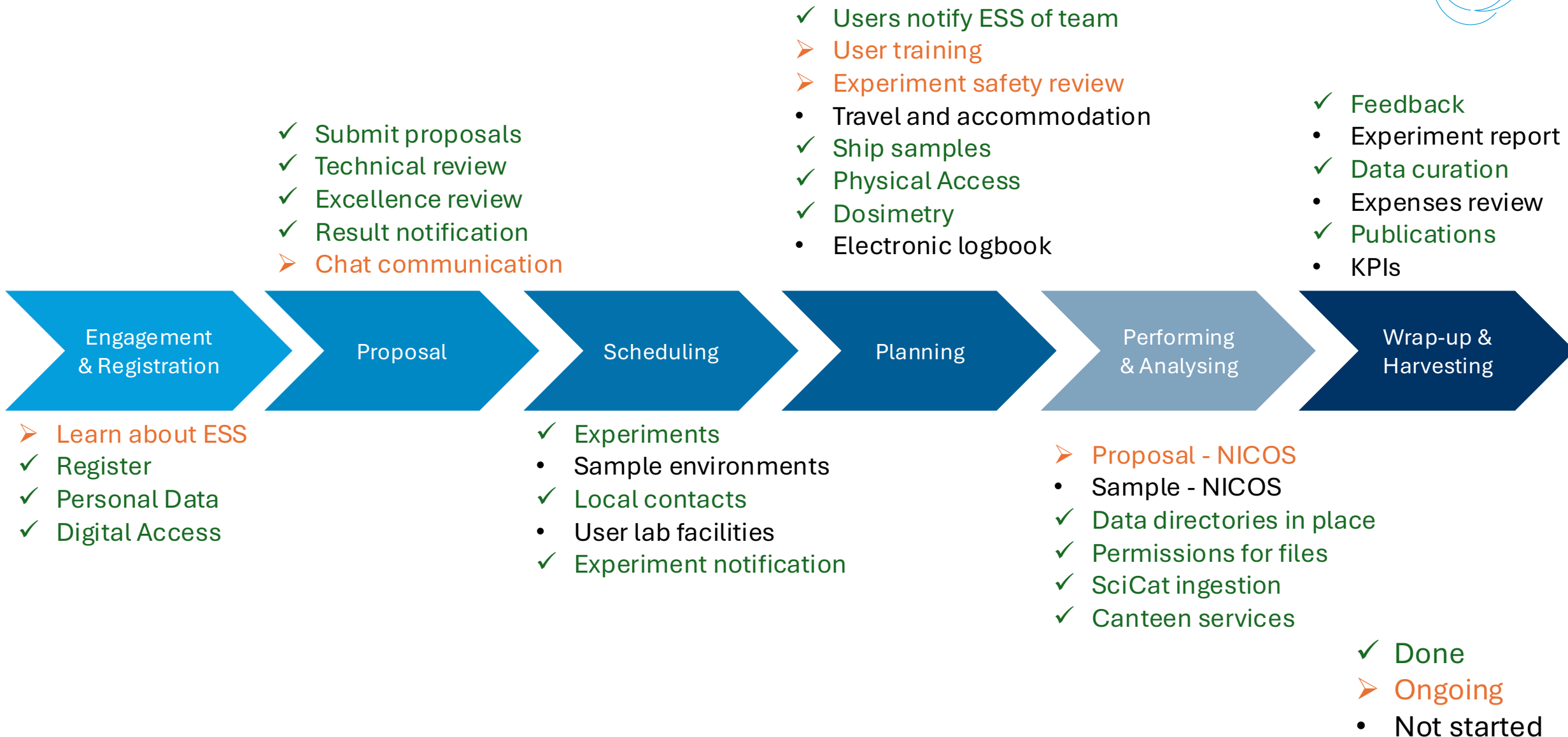


# The User Journey



# The need for commissioning...



1. Co-Proposers should receive a confirmation email, when they have been added to a Proposal by the User Officer or through Invite system.
2. It is important to notify the declared Sessions users through email, so that they can define their Visit dates for approval.
3. Visit Start and End date needs improvement. It should handle single day visit as well and should support multiple time zones.
4. It will be good to have an indication on the approved Proposal, that an experiment has been scheduled along with the link to the Experiment.
5. As every members of the Proposal has the ability to declare and manage the visits, it could become a potential confusion.
6. It should be possible to change the User Session date(Visit) even after approval.
7. It must be possible to add more samples after submitting the Experiment Safety Form, as this could be a real scenario.
8. Users did not receive ESS Authentication related Emails. The reason is, the config stopped working because SMTP relied on aut henticated Exchange on-prem service accounts that are now deactivated as part of the migration away from on-prem Exchange, so emails were accepted locally but never relayed externally. Updated PingFederate SMTP configuration to the new one.
9. **Email address change does not propagate to OIM. It is common for a user to register with one Email and later change into another. This change should be adopted into OIM. It was noticed that the OIM did not synchronize the latest Email and was containing the Old Email.**
10. The Unison application receives the Visitor information only during the time of Visit Start. This should be added in advance for the Guards for better preparation. This is solved. Now users will be added to unison during the time, when their visit is approved.
11. **Derived Folder not writable by the Students. This happens when there is unusually large amount of account changes from the IAM system.**
12. Science Users should be free to roam inside the facility with the Science Experiment Visit access. During Hercules, it was not possible with the ID card
13. Constructive feedbacks on the Safety Induction training course content.
14. Reset Password through Saba sends OTP to mobile, which is different from the workflow as User Office, where reset password happens through Email
15. Saba Cloud uses ADFS. It is important to have a unified SSO across all the Portals. Ex., PING
16. VISA - Keycloak, can only login with username.