Policies and Logging In

Contents

Process to Request an Account or Permission Change .................................................................................................................. 1
Site Request Flow ................................................................................................................................................................................. 1
Test Mode .......................................................................................................................................................................................... 2
Online Store Manager Manual ............................................................................................................................................................. 2
Logging Into Your eCommerce Website ............................................................................................................................................. 3

Process to Request an Account or Permission Change
The eCommerce Usage Agreement form essentially defines ITS’s role in correcting damages resulting from misuse. It also absolves ITS from fiscal responsibility if a broken site results in lost revenue. This agreement is renewed every 12 months, or when a site owner changes or a new store manager is added, and is available at http://map.wvu.edu/main-training/e-commerce.

Any change requests need to be tracked by calling 3-4444. If a site owner, store manager, or administrator is being added to the list of users, a signed eCommerce Usage Agreement form is required and should be sent to ITS. If a user is requesting a different or new functionality, this is also tracked by calling 3-4444.

Site Request Flow
Currently all sites are requested through Financial Services by completing the E-Commerce Questionnaire form at http://financialservices.wvu.edu/r/download/122827. This form is sent to the contact at Financial Services via email, and then that contact forwards the form to the director of Financial Services, who approves or denies the request for a site. If the site is denied, Revenue Services handles the denial and any repeated site requests. If a site is approved, an MID and TID are issued for each site by Financial Services. These IDs may take up to 30 days to process.

Financial Services sends the IDs and site name to ITS, and then ITS sends these to the contact at the State Treasury Office, who does the initial setup of the site.

While the site is being set up, we request that the user log a request for eCommerce training by calling 3-4444 or emailing ITSHelp@mail.wvu.edu. This request (and the ticket it generates) is assigned to ITS.
Solutions. At this time, the site owner is sent the eCommerce Usage Agreement form to be signed by any person wishing to be a store manager, website designer, or administrator. The site owner is also sent a copy of the Online Store Manager Manual so they can familiarize themselves with the information they’ll encounter during training. The Business Analyst at ITS Solutions schedules a training class.

The contact at the State Treasury Office emails ITS the link to the site and password when the site has been provisioned in test mode, and this may take up to 30 days. Upon the site owner’s successful completion of the training class and delivery of a signed eCommerce Usage Agreement form to ITS, the site owner and other signatories, as required, are set up as users on the requested site. The site is then turned over to the user in test mode, meaning transactions can be tested, no revenue can be collected, and the website can be set up by the user.

If the user communicates any special needs to ITS, they will review and possibly implement these needs. The user requests the site be set to live mode through Financial Services, who communicates this to ITS. ITS emails the contact at the State Treasury Office with the request. The contact then emails ITS upon completion of the transition to live mode, and ITS notifies the site owner that the site is now live, meaning transactions are real and revenue can be collected.

**Test Mode**

Test mode means transactions do not hit the pay wall. Rather, they remain in limbo, being reported as paid in full on the individual website. Test mode websites have live URLs, so the user and, in fact, any person with the URL can access the website and utilize the site. This has happened in the past and means that purchases must be redone with the site live.

Live mode means transactions do hit the pay wall. Revenue is collected in real time.

As stated in the “Site Request Flow” section, a site is handed over to ITS and then to the user in test mode. Once the user notifies ITS or Financial Services that the site is ready to be turned to live mode, the contact at the State Treasury Office is emailed and completes the request.

**Online Store Manager Manual**

Training is highly recommended for users of all levels. While it is not required, it is definitely encouraged.
Logging Into Your eCommerce Website

Using the URL provided by the primary applications administrator, open a browser and go to your eCommerce website. Click the “Login” icon at the top right. Log in using the credentials provided by the primary applications administrator. Enter the captcha as seen. If you have trouble viewing the captcha and determining the sequence of numbers, click on “different image” to bring up a new captcha. Click the “Sign In” button.

Once logged in, click the “Admin” icon to begin!