

All CCRs

CCR Report For

SSO

As of: 11/1/2004
Updated Weekly

CCR #	Initiator	Installation	Initiation Date	Status	Status Date	Priority	Type	Size	Expected Release	Expected Release Date
Title			Description				Recommended Action			
20040016	Monroe, Jason	ARC	10/18/2004	New	10/19/2004	None	None	None		
Update Lookup Tool			User would like to have three (3) scenarios covered with the Lookup Tool: 1) "I forgot my username" 2) "I forgot my password" 3) "I can't remember either one" (opened for user by SOLAR Support)							
20040015	Moore, Phil	MSFC	8/11/2004	Approved	8/11/2004	High	DR	None		
NPPS Refresh not matching correctly.			NPPS refresh results in Civil Service account information being written to incorrect record of another civil servant or contractor with the same name.				Matching algorithm needs to be corrected. Certain key fields should never be updated by the refresh, in particularly birthdate and last4 SSN. Attempts to change these last 2 fields should be flagged and require human intervention.			

All CCRs

CCR Report For

SSO

As of: 11/1/2004

Updated Weekly

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20040014	Moore, Phil	MSFC	7/1/2004	Approved	7/1/2004	High	RC	None		
<p>Make user history accurate and correspond to "date last update" on first page of individual Manage Users.</p>		<p>It is difficult to determine a course of action with the user history in it's current condition. Entries are put in with incorrect date/time/changed by fields. Time on first page does not correspond to last time an entry was made in the user history.</p> <p>In it's current condition admins sometimes have to "guess" whether or not to reset a password, etc.</p>				<p>Admins should not have to guess as to what needs to be done in order to help a user. Contacting all users whose user-history exhibits this problem is not feasible.</p>				
20040013	Shamp, Cheryl	KSC	6/18/2004	Approved	6/18/2004	Emergency	RC	None		
<p>Once a new civil servant has been added to the database that is located at a center where the NORS interface is live. They should be given access automatically to SOLAR and NORS.</p>		<p>Since data is being transferred to different databases and the SSO system does its checks on accounts then creates an account. There should be another feature that recognizes that civil servants location and should automatically grant access to NORS if that civil servant is located at a center where the NORS interface is being used.</p>				<p>Create a program that automatically grants Civil servants at a location where NORS is live access to NORS</p>				

All CCRs

CCR Report For

SSO

As of: 11/1/2004
Updated Weekly

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20040012	Hoover, Sean	GSFC	5/11/2004	Closed	5/20/2004	None	RC	None	1.3	6/25/2004
Display of Learnerid and SSOid within SSO		When attempting to locate a user from the SSO Admin Tool 'Find and Manage Users' function you may end up with multiple hits. You must drill down (many times to) to actually locate the individual you are searching for. This causes an increase in research time and a delay in responding to the customer.				Add the LearnerID and SSOID to the page that displays the multiple hits from the search. This will allow the person performing the research to quickly identify the individual they are seeking and many times prevent the necessity of more detail screen displays. This will save time.				
20040011	Fogle, Sheila	MSFC	5/11/2004	Closed	5/20/2004	None	RC	None		
e-Learning Initiative page		With the initiative to combine all Federal Government e-Learning systems under the direction of one agency there must be a way to keep the NASA community informed and statused on the effort.				Create a Web page accessible from SOLAR and the SSO Home page that link to initiative information sites. This will allow up-to-date information on the e-Learning initiative to be available to the NASA community.				

All CCRs

CCR Report For

SSO

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Updated Weekly

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20040010	Worley, Stephen F	MSFC	5/10/2004	Closed	5/21/2004	None	RC	None		
Update MSFC contractors to say UNITEs as the active contract.		Currently within SSO/SOLAR, contractors working on the UNITEs contract that transitioned from the PrISMS/CSOC contract still say PrISMS/CSC. The system needs to tie these individuals to the correct contract designation for reporting to be correct.				Update all contractor staff that transitioned from the PrISMS/CSOC contract to the UNITEs contract to indicate UNITEs as the active contract.				
20040009	Grant, J. Greg	JSC	4/29/2004	Closed	5/3/2004	Emergency	RC	None		
White Sands Test Facility (WSTF) is not recognized as a physical location in A-Star		JSC has a small number of civil servants that are permanently located at White Sands. Since WSTF is not recognized in A-Star, the JSC civil servants that reside there, can't register their correct physical location. As a result, they are not getting training credit reflected on their record.				Add a NS311 field to A-Star				

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SSO

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20040008	Hoover, Sean	GSFC	4/15/2004	Withdrawn	4/20/2004	Emergency	RC	None			
<p>Active and Inactive learners in Astar, but information provided by SSO.</p> <p>Duplicate active learners with multiple training history records in Astar.</p> <p>Allow Astar Administrators access to change a learner in Astar/SSO from Active to Inactive.</p> <p>Before SSO, we had this as an option. The option was removed when SSO was implemented.</p>											
20040007	Moore, Phil	MSFC	4/14/2004	Approved	4/20/2004	None	DR	None			
<p>NPPS Refresh Problems</p> <p>Two problems with the NPPS Refresh have been identified:</p> <ol style="list-style-type: none"> 1) The refresh will result in modifying a user's status from contractor to civil servant in AdminSTAR but the SSO account is left as contractor in SSO. 2) When a user's account is deactivated (due to changing centers, usually) and then reactivated at a new center, the NPPS refresh sets all fields correctly except the flag to change from "inactive" to "current". 											

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CCR Report For

SSO

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20040006	SOLAR	MSFC	4/14/2004	Withdrawn	4/20/2004	None	None	None		
Modification of Username (SOLAR ID)		When a user has a name change (married, divorced, etc), there is a need to be able to change the SOLAR username accordingly. SSO/SOLAR is one of the few systems that NASA Community users have available to them that does not have this capability.								
20040005	Brinkley, Robert L	DFRC	4/7/2004	Closed	4/20/2004	High	RC	Medium	1.3	6/25/2004
User ID/Login change to DFRC unique ID (replaces approved SOLAR CCR 20040007)		Ability to identify users by name that is inconsistent with other center databases for reporting at an agency level. This requires a substantial amount of effort and is prone to errors.		Please change all DFRC user Ids to a Center unique ID in order efficiently respond to Agency reporting requirements. Dryden will provide a data table with current username and corresponding unique ID in whatever formay is required.						
<p>As modified at the March 30, 2004 CCB: SSO will be modified in the following manner: A new field will be added to the SSO profile call "Alternate User ID". This field will be manually populated by the user. The SSO team will accept spreadsheet inputs from the centers and will develop update scripts that will populate this new field from that input. The SSO login process will be changed to allow users to log into SSO with their standard SSO ID or with their Alternate User Id. Reports will be examined to determine which need to be modified to display the Alternate Id.</p>										

All CCRs

CCR Report For

SSO

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20040004	Hoover, Sean	GSFC	4/6/2004	Withdrawn	5/12/2004	Emergency	RC	None		
Unique User ID for SSO	Request is being submitted for both Headquarters and Goddard civil servants and contractors to be tracked in SSO by using the X500 unique user ID, instead of using the SSO ID numbers and Social Security Numbers. When employees request their training histories, I must first check Astar, then check SSO to find out if the learner is assigned two ID's, then create a query using both ID's in order to pull a complete an accurate training record.						Replace learner's multiple user ID's and names with one unique user ID and name. Since the x500 is using a unique ID system for their directory, I suggest using the same system.			
20040003	Moore, Phil	MSFC	2/9/2004	Closed	4/28/2004	Medium	RC	None		
Non-NASA Civil Servant status	When a user creates an account and chooses the status of "Civil Servant (Non-NASA)", the account creation tool skips the Point of Contact information page, yet the account is put on the Validate list if the user did not use a .nasa.gov email address.						Treat Civil Servant (Non-NASA) requests like contractor requests and allow them to enter Point of Contact information. Also, a contractor should not be able to complete the registration process without filling in the Point of Contact information.			

All CCRs

CCR Report For

SSO

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Updated Weekly

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20040002	Moore, Phil	MSFC	2/3/2004	Approved	2/20/2004	Medium	RC	None		
NPPS Refresh does not change account status to "current" when AdminSTAR status is updated to active.		The "Active_Flag" is set from 0 to 1, but the status is left at "Inactive".				When the NPPS refresh updates an account in AdminSTAR to "active" the corresponding account in SSO should be made "Current".				
20040001	Setzer, Louise	MSFC	1/9/2004	Closed	1/20/2004	None	RC	Small	1.2	5/5/2004
Email field not completely visible to SSO Admins		When an SSO Admin is editing a user's account, the email field is not fully visible until "Save" is selected.								

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SSO

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20030027	Rowell, Steve	MSFC	12/18/2003	Closed	12/20/2003	High	RC	Small	1.2	5/5/2004
Not Allowing Civil Servants to update NPPS fields on their User Profile		Civil Servant learners are updating fields on their User Profile that only NPPS or an SSO Admin should change. This is causing problems when trying to match SSO learner to AdminSTAR learners.				Do not allow NASA Civil Servants to change Assigned Location, Assigned Org, Date of Birth, and Social Security Number on the User Profile screens. Display a note saying that these types of changes will be made during the weekly NPPS refresh. Also give instructions to notify Solar.support if this is not acceptable.				
20030026	Rowell, Steve	MSFC	12/16/2003	Closed	12/30/2003	High	RC	None	1.1.1	12/30/2003
Full Name Mismatch		In the SSO matching routines with AdminSTAR for the User function and the Admins function, full names are not matching when there is no middle initial.				Blank middle initials are not stored as the same value in SSO and AdminSTAR. In some cases the blank is stored as a "null" and in others it is stored as a space (or blank). Correct the matching routine to compensate for this difference.				

All CCRs

CCR Report For

SSO

As of: 11/1/2004
Updated Weekly

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20030025	Rowell, Steve	MSFC	12/10/2003	Closed	4/28/2004	High	RC	None		
Merge process causing errors	The User Account Merge process is merging the SSO accounts, but does not merge the SOLAR accounts.		Correct the Merge process so that it merges both SSO and SOLAR records, and if possible, the AdminSTAR records.							
20030024	Bodiford, Sandra	KSC	12/1/2003	Closed	12/20/2003	Emergency	RC	None	1.2	5/5/2004
Eliminating the DOB Year	Requiring the full Date of Birth (DOB) may have legal ramifications. Eliminating the DOB Year will make this process more secure.		Change the process to require only the DOB month and day only. Year should not be necessary in order to achieve an exact match. It is requested that the format for "Question to SME" inquiries be modified to include the submitters e-mail address.							

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SSO

As of: 11/1/2004
Updated Weekly

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20030023	Morris, Gretchen A	GRC	11/17/2003	Closed	4/28/2004	Medium	RC	None		
Question? Default Locations?	When a person goes into SSO as a new account, are the Assigned and Physical locations defaulted to ARC (Ames)? I don't see a blank or "pick a center" item at the top of the list. I assume that when they go to update their old account, the location field has already been populated with what they had listed in SOLAR - is this a correct assumption?		If the default is ARC, please create a "pick a center" default so that we know those who didn't go in and change it and so that we don't have people assigned to ARC from other centers.							
20030022	Moore, Phil	MSFC	11/7/2003	Closed	4/16/2004	Medium	RC	None	1.2	5/5/2004
Change Password Rules	The rules for setting passwords should be listed very simply on any page where a user is setting a password. This would include both the change password screen and the initial setting of password screen when an account is created.									

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20030021	SOLAR Team	MSFC	11/6/2003	Closed	11/20/2003	High	RC	None	1.2	5/5/2004
Revamp the Login Screen / Account lookup	A few of the changes need are: The FORGOT PASSWORD link should be more prominent. The account lookup should be a 1 step process - direct link. The "NO: this is not me" message should be first or higher on the page. The Username should be added as a search criteria. The "Invalid username/password" message should be much more prominent, easily seen and unambiguous.		Refresh all civil servant records from the NPPS extract file.							
20030020	Rowell, Steve	MSFC	11/6/2003	Closed	11/20/2003	High	RC	None		
Refresh Civil Servant Data	Users have made erroneous changes to their profile data, which may cause metric report to be faulty		Refresh all civil servant records from the NPPS extract file.							

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20030019	Rowell, Steve	MSFC	11/6/2003	Closed	4/16/2004	High	RC	None			
Make Lookup Tool more user friendly	Changes need to be made to the Lookup tool used when a user forgets their password. these changes will make the process more understandable for the user, and will provide better information to Solar Support.		Suggested changes: 1. Capture First Name and MI 2. When users are found, displayCenter and Phone Number in addition to what is already being shown 3. When users are found, display a message altering the user that "other people at other centers may have their same name" 4. Include all search criteria on the email to Solar support 5. When users are not found, include clear instructions on what to do next (i.e. contact Solar support).								
20030018	Rowell, Steve	MSFC	11/6/2003	Closed	11/20/2003	Emergency	RC	None			
Alternate Email Address in Lookup Tool	Sending the new password to the alternate email address from the Lookup tool allows the wrong person to access and change user profile data.		Disable the "Yes this is me, email is incorrect" option from the lookup choices. also, change the verbiage of the other "yess" option to just read "yes, this is me".								

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CCR Report For

SSO

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Updated Weekly

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20030017	Hoover, Sean	GSFC	10/24/2003	Withdrawn	4/16/2004	Low	RC	None		
Change control requests	For SSO, Astar/NORS and SOLAR, the CCB members of each group should be emailed a copy of a CCR when it is submitted. Now, only the submitter and the Marshall technicians and project managers receive the requests.						Add CCB member email addresses to the distribution list when a CCR is submitted.			
20030016	Hoover, Sean	GSFC	10/24/2003	Closed	4/28/2004	Emergency	RC	Small		
A* Learners and SSO Learners	As administrator of SSO, HQ and GSFC A*, there is presently no way to match a learner in A* with the same learner in SSO. If duplicate learners are found in A* and SSO, there is no way for me to determine which learner SSO is using as its match. If the A* administrators are being asked to be administrators of SSO also, we must be able to tell what the systems are using as a match. The A* administrators should also be able to see the training histories of the duplicate learners in SSO (SOLAR), so that no mistakes are made when merging the users.						Create a "read only" field in SSO that will reflect the same unique identifier that A* uses to match the learners. Or, create a 'read only' field in A* that will reflect the unique identifier that SSO uses to match the learners. Or Allow for the SSO ID of a learner to be used in A* to match (search) for the same learner. The SSO ID can be retrieved from the "change password screen" in SSO, allowing the use of the ID in A* to match learners.			

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SSO

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20030015	Moore, Phil	MSFC	10/23/2003	Closed	4/28/2004	Emergency	RC	None		
Users Can Access Wrong Account	User's can enter their own information, but the search routine currently can pull up a different account. The user can then request a password reset for the wrong account and thus gain entry into SOLAR under the wrong account.		Change the search algorithm so that when a match of first name, middle initial, last name finds more than one person, that the process is immediately terminated and sent to the Help Desk for resolution.							
20030014	Setzer, Louise	MSFC	10/23/2003	Closed	4/28/2004	None	RC	None		
user History Report	In the SSO Admin Functions, the User History is not correctly recording changes made to a user's record. Currently changes made to a user's account are showing "Date Last Updated 31-DEC-03" (See Phil Moore for additional issues that need to be corrected).									

All CCRs

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SSO

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Updated Weekly

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20030013	SOLAR Team	MSFC	10/20/2003	Withdrawn	4/16/2004	None	RC	None		
Change Usernames			The facility to change usernames for user's who have experienced a name change should be made available at the ADMIN level.							
20030012	SOLAR Team	MSFC	10/17/2003	Closed	10/20/2003	None	RC	None	1.2	5/5/2004
SSO Password Hint			Implementation of a password hint system for SSO would help to minimize the help desk load, particularly during high hit periods, such as release of required courses. Auto-generated passwords would no longer be needed.							

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Updated Weekly

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20030011	SOLAR Team	MSFC	10/17/2003	Closed	4/28/2004	None	RC	None		
SSO Allows Creation of Multiple Accounts		SSO allows a user to create multiple accounts.				Modify software to recognize a user and not allow the creation of an account if a current account exists.				
20030010	Setzer, Louise	MSFC	10/9/2003	Closed	10/20/2003	Medium	RC	None		
Auto validation of accounts with .mil email address		When a new SSO account is created, text says "...an email address ending in .gov or .mil. will be instantly created..." This is not correct for .mil. Only accounts with an email address with 'nasa.gov' are automatically validated.				Change text to remove 'or .mil'				

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20030009	Rowell, Steve	MSFC	10/9/2003	Closed	10/20/2003	Emergency	RC	None		
Required Fields in User Profile not completed	Users of SSO are able to exit the SSO Profile Screen without inputting all required data. This can be done by clicking on the SSO Home button.		Remove the SSO Home button from the User Profile screen. This will help force the user to stay on the profile page until all required data is entered.							
20030008	Davis, Colleen	MSFC	10/9/2003	Closed	4/28/2004	Medium	RC	None		
Notification of new user account status	Currently in SSO, new users who request an account using emailaddresses other than nasa.gov are not notified via email that their account is on the validate list waiting for approval from the government point of contact they listed when the account was created. There is a note on the account information page stating other email address endings will require approval by a NASA sponsor.		Send an email to users when their account is waiting for approval from their government point of contact and/or display a screen that notifies the user after their account has been submitted.							

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CCR Report For

SSO

As of: 11/1/2004

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20030007	Wilson, June	MSFC	10/7/2003	Closed	4/28/2004	None	DR	None		
Edit buttons broken -- Netscape 7.1	The "Edit" buttons on "My Account" pages and do not work in Netscape version 7.1. The "Edit" buttons for Admin tools pages work okay.									
20030006	Setzer, Louise	MSFC	10/7/2003	Closed	1/16/2004	Medium	RC	None		
Rejected/New users accounts	New users who have an 'rejected' or 'new' account rather than a current account have sometimes been able to log into their account before the account is validated (made current). They were able to take and complete a test. The certificate is in their user history but the account is shown as 'rejected' or 'new'.									

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SSO

As of: 11/1/2004
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20030005	Rowell, Steve	MSFC	10/6/2003	Closed	10/20/2003	Emergency	RC	None		
Improved matching with AdminSTAR		The logic that attempts to match first time SSO contractor users to AdminSTAR needs to be changed in order to achieve more matches.				Examine AdminSTAR to determine alternative data elements to match on when trying to determine if a user already has a record in the AdminSTAR system.				
20030004	Davis, Jacky	MSFC	9/29/2003	Closed	10/1/2003	None	RC	None		
Passing system date for termination date to ASTAR		Currently in the SSO Admin Screen when the 'Revoke Access' is selected the system date is passed to ASTAR for a termination date for Civil Servants and Contractors.				Do not send the system date to ASTAR whenever an SSO ID is revoked for a Civil Servant only. If the id is for a non-npps person then still send system date. NPPS will terminate civil servant employees when the weekly refresh is run.				

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SSO

As of: 11/1/2004
Updated Weekly

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20030003	Davis, Jacky	MSFC	9/29/2003	Closed	4/28/2004	None	RC	None		
Display of SSO User ID	Currently, there is no mechanism for displaying the SSO users id in the SSO Admin. The ASTAR training office admin's have no way of verifying a learner match in AdminSTAR with SSO.		Display the SSO User's ID in the SSO Admin screen. A similar 1620 will be created in ASTAR for displaying SSO ID as well.							
20030002	Rowell, Steve	MSFC	9/15/2003	Closed	10/1/2003	Emergency	RC	None		
Failure to locate contractors during Forgot Password	The SSO process for forgotten passwords attempts to locate users using the last four digits of their SSN and their birth date. This presents a problem for contractor employees who have not logged into SSO since its go-live. SSO will not have record of their last-four and birth-date, therefore they will not be found. This will require a manual intervention from the SOLAR Support Desk for thousands of contractor employees.		Modify the SSO Forgot Password process to look at alternative data fields to locate contractor employees. One suggestion would be to use Last-Name and Email address in the event the Last-Four and/or birth-date fields have not been populated. If the Last-Four and/or birth-date fields have been populated, then use Last-Name, Last-four and Birth-Date.							

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20030001	Rowell, Steve	MSFC	8/28/2003	Closed	10/1/2003	High	RC	None		
Possible duplication of NASA Civil Servants	The possibility exists for new NASA employees added to the SSO via the Administrative "Add" function can result duplicate records being created in AdminSTAR after the NPPS refresh is executed.					Training Admins should be required to enter the full SSN when adding new NASA employees via SSO Admin function. The full SSN then needs to be passed to AdminSTAR in the Learner-Id field in place of the system-generated Learner-Id currently being passed. The Add function should operate as it currently does for all other employee types (Employee Type > 1). That is: the system should require only the last 4 digits of the SSN, and the system generated Learner-Id should be passed to AdminSTAR. A modification should be made to the particular SSO Admin page where this information is entered. The page should require the Employee Type to be selected before any SSN info is entered. Depending on the Employee Type selected, the system should dynamically require the full SSN or just the last four digits.				