Industry users must belong to an organization to use PCIT (Phytosanitary Certificate Issuance and Tracking System). Users can join an existing organization, or they can create a new organization. Users that join an organization share the organization's data, templates, and funds. If there is no existing organization to join, users can create new organizations.

A user that creates an organization automatically becomes its Organization Administrator (Org Admin). The Org Admin controls the organization's membership by enabling users to join the organization and disabling users that leave the organization.

Before a user can join an organization, they must have

> 1) a Login.gov account and

> 2) a personal identification number (PIN) that was created by the Org Admin of the organization they are joining.

As an Org Admin, follow these steps to manage user/member accounts in your organization.

Step 1: PCIT Home

I. From *PCIT Home*, click on the **Manage Account** link on the top right corner of the page.

Step 2: Manage Account – Choose an Option

I. Select the **Organization Account Information For:** *Organization Name* and click the **Next** button.

NOTE: Only Org Admins have this option.

Step 3: Manage Organization Profile

On this page, you will see the organization data and list of organization members.

• If a user joins the organization, the Org Admin must create an account for them. Go to Step 4a.

• If a user lost their PIN before joining an organization, the Org Admin can retrieve it. Go to Step 4b.

• If a user leaves the organization, the Org Admin can delete their account. Go to Step 4c.

• To designate a member as an Org Admin or revoke their Org Admin privilege, go to Step 4d.

Step 4a: Add Member

I. Click the **Add Member to Organization** button. The Add Member screen is displayed.

II. Enter the member's first and last name.

III. Create a **Unique PIN** number or click the **Generate PIN** button to have PCIT automatically create a unique PIN. The new member will use this PIN to join your organization.

IV. If you would like the member to have administrative privileges, select **Yes** for the 'Org Admin Rights?' option. This will give them the ability to add new members or delete existing ones.

V. **IMPORTANT:** You must provide the new member with the **Unique PIN** so the member can join your organization when logging in to PCIT for the first time.

VI. When you have completed entering all the required information, click the **Save** button. The Manage Organization Profile is displayed, and the user appears in the List of Organization Members.

Step 4b: Look up a PIN

I. Locate the user in the List of Organization Members and click the corresponding **Look Up PIN** button. The PIN is displayed.

II. Provide the PIN to the user so they can join the organization.

Step 4c: Remove a member

I.   Locate the user in the List of Organization Members and click the corresponding **Delete** button. The Delete Member Confirmation screen is displayed.

II. Click **Yes** to confirm the deletion. The Manage Organization Profile is displayed, and the user is no longer in the List of Organization Members.

Step 4d: Manage Org Admin Privilege

I.   To designate a user as an Org Admin, locate the user in the List of Organization Members and click the corresponding **Grant** button. A 'Y' and Deny button are displayed in the Admin Privileges column. Click the **Save** button.

II. To revoke the Org Admin privileged from a user, locate the user in the List of Organization Members and click the corresponding **Deny** button. An 'N' and Grant button are displayed in the Admin Privileges column. Click the **Save** button.

> **Note:** All users who use PCIT must obtain a Login.gov account. Please reference the Industry Users Quick Reference Guide **Accessing PCIT for the First Time** for more information.