

**For:** State Offices

**MIDAS Customer Relationship Management (CRM) Training and Access for SED's**

**Approved by:** Associate Administrator for Operations and Management



**1 Overview**

**A Background**

In preparation for the FSA-ITSD-MIDAS Project implementation and deployment, the MIDAS Training Team developed a comprehensive training plan for MIDAS CRM. SED training plans consist of web-based training.

**B Purpose**

This notice provides State Offices detailed information on:

- training requirements for SED's
- how to request access to MIDAS CRM upon completing the training.

**2 Training**

**A SED MIDAS CRM Training**

SED's are required to approve out-of-state farm transfers. To perform this task or to provide a substitute to complete this activity in Farm Records, SED's must have access to the system, a fundamental understanding of MIDAS CRM system functionality, and workflow tasks.

SED's **must** complete MIDAS CRM training before access can be authorized.

**Disposal Date**

June 1, 2015

2-18-15

**Distribution**

State Offices and State Administrative Officers

## Notice MIDAS-34

### 2 Training (Continued)

#### A SED MIDAS CRM Training (Continued)

The web-based courses listed in the following table shall be completed before access is granted.

The appropriate AgLearn Coordinator for SED shall assign the following MIDAS CRM web-based training courses to the SED's AgLearn account.

Go to <http://www.aglearn.usda.gov/> to access AgLearn.

1	√	AgLearn Courses
		R2FN100 Introduction to MIDAS Portal (previously titled FN100 Introduction to MIDAS)
		FN200 Basic Navigation of MIDAS CRM
		FN220 Managing the MIDAS Universal Worklist
		FN240 Basic Navigation of GIS in MIDAS
		R2BP320 Create Business Partner in CRM
		R2BP400 Maintain Business Partner in CRM
		R2BP003 Maintain Representative Capacity

#### B MIDAS CRM Access

Upon completing the training, users should go to the Information Security (ISO) page at <https://sharepoint.apps.fsa.usda.net/iso/public/Wiki%20Pages/MIDAS%20-%20Requesting%20Access.aspx>, and follow these steps to request the role:

**Note:** SED's should request the Grantor Process Specialist All Role.

- submit the appropriate access forms listed on the ISO page.
- users will then receive an e-mail stating that they have been granted access to the MIDAS CRM Portal. To access the MIDAS CRM Portal, enter <https://mprdep.fmmi.usda.gov> into a web browser. Provide the eAuthentication logon information. Users will be able to self-register if they do not have an eAuthentication account.

## Notice MIDAS-34

### 3 Action

#### A State Office Action

Administrative Officers shall:

- ensure that SED's are aware of this notice
- ensure that valid data for SED's is in EmpowHR and manage Office Information Profile (OIP) assignments in Electronic Repository for Security Requests according to obsolete Notice MIDAS-16.

#### B Contacts

For questions about:

- this notice, contact Nanette (Julie) Pena by e-mail to **julie.pena@ok.usda.gov**
- AgLearn, contact the State AgLearn Administrator or Mark Nelson by e-mail at **mark.nelson@kcc.usda.gov**.