

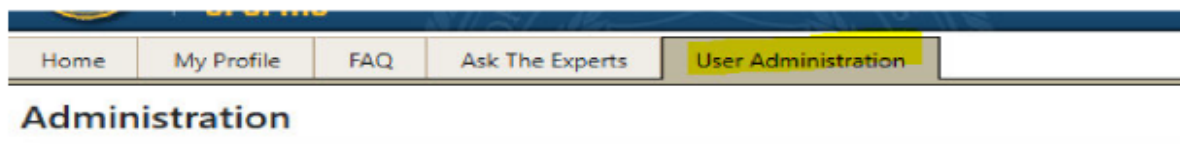
Approving and Disapproving Delegate/Submitter Requests as a Super User

All Super User requests will be approved by ATF, however submitter and delegate access requests can only be managed by the Super User on that requested FFL. If a Super User has not been assigned to an FFL and a request for a delegate or submitter is sent, the request will remain untouched until a Super User is approved for that FFL.

After a Super User has been successfully associated with your FFL, employees/other Users may request access as a delegate or submitter under your FFL. To determine which role is suitable for each User, please see the functions above for each role access.

The submitter or delegate role can be achieved by submitting a request following the same steps above for FFL access, except the role access that the User will choose will be submitter or delegate. Once the request has been submitted, the Super User may approve/disapprove the request by following the steps below.

- Click on the “User Administration” tab at the top of the eForms account. (see highlighted below)



- Below you will see a list of pending access requests. The columns are searchable and will list Request ID; User Requesting; Type of License; Requested Role; Requested On (date); Status of the Request; and Phone number. You will also see on the right-hand side, under actions, view request. (see below)

The screenshot shows the 'Pending Access Requests' table in the eForms system. The table has columns for Request ID, User Requesting, Type of License, License Number, Requested Role, Requested On, Status, Phone Number, and Actions. A single row is visible with the following data: Request ID 111629, User Requesting (redacted), Type of License FFL, License Number (redacted), Requested Role SUBMITTER, Requested On 4/2/2025, Status PENDING, and Phone Number (redacted). The Actions column contains a 'View Request' button. The table is paginated, showing 1 of 10 records.

Request ID	User Requesting	Type of License	License Number	Requested Role	Requested On	Status	Phone Number	Actions
111629	[REDACTED]	FFL	[REDACTED]	SUBMITTER	4/2/2025	PENDING	[REDACTED]	View Request

- After clicking on view request, a pop up will appear showing the details of the request. (see below) In the drop down under status, you may choose to approve or deny the request. You also have the option to list a disapproval reason below the status. Once you have chosen the status, click update status at the bottom left-hand corner of the pop up. (see below)

Access Request

Request ID

Status

Requested On

Type of License

License Number

EIN

Phone Number

Requested Role

Requested By

First Name

Middle Initial

Last Name

Email

Phone Number

Address

City

State

ZipCode

Country

Attachment

Status

Disapproval Message

Update Status

- Below the pending access requests, you will see a list of all the previously processed requests.

Helpful Tip-These requests can be sorted for viewing purposes by clicking on the radio buttons listed as All, Approved, Denied, Revoked or Canceled. (see highlighted section)

Processed Access Requests

☒ All
☐ Approved
☐ Denied
☐ Revoked
☐ Canceled

- The columns are searchable and will list Request ID; requested (date); Processed(date); Type of License; License Number; EIN; Phone Number; Assigned Role; User Requesting; Processed By; Processor Contact Phone Number; Status and Rejection/Revocation Reason. You will also see on the right-hand side, under actions, the availability to revoke a User's access. For example: If you have an employee that has been terminated, you may immediately revoke their access in this section. (see highlighted section below)

Processed Access Requests

☒ All ☐ Approved ☐ Denied ☐ Revoked ☐ Cancelled

Type

Request ID	Requested	Processed	Type of License	License Number	EIN	Phone Number	Assigned Role	User Requesting	Processed By	Processor Contact Number	Status	Rejection/Revocation Reason	Actions
111071	9/16/2024	9/16/2024	PTL				DELEGATE				APPROVED		Revoke Access