Manage Users

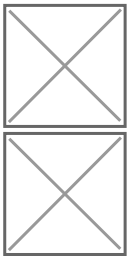
- How To Reset a Users Password
- How To Copy Administrator Rights To Another User
- How To Assign Reporting Rights
- How To Disable A User

How To Reset a Users Password

From System Administration

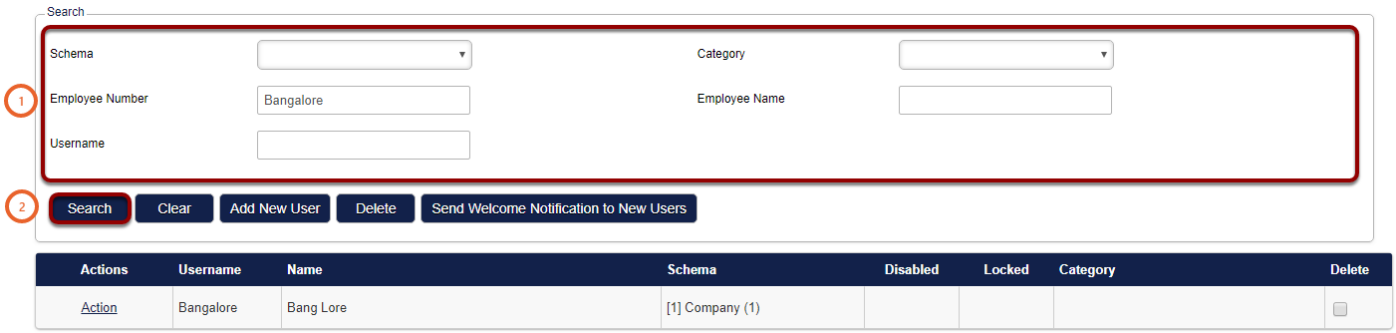
How to get there?

Click on System Administration (1). Then with your cursor hover over System Administration (2) then Users (3) then click on Manage Users (4).



What to do?

- Search for your employee by inserting the employee's details using the search box (1).
- Click on Search (2).



- Click on Action (3). A small windows will open.
- Click on View / Edit (4). You will be navigated to a new screen.



Select one of the three options:

- Send the user a link so that they can reset themself (1).

- Reset user password and display it here (2).
  - When this option is selected the new password will display on your screen.

- Reset user password, display it here and send them a notification (3).
  - When this option is selected the new password will be displayed on your screen and the employee will receive an email about the password reset.

- Once you have selected your option you can now click on Reset User Password (4).



By Using The Forgot Password Link

- Navigate to the Sign In screen (1).
- Click on Forgot your password button (2).



- Enter your Username (3).

- Then click on Reset Password (4).



- Enter your ID / Passport Number (5).
- Click on Reset Password (6).



- You will be able to enter your New Password (7).
- Confirm your New Password (8).
- Click on Update Password (9).

> Please Note: We recommend having characters in a combination of upper and lower case letters, numbers and special characters. For example: P@ssw0rd12#.



How To Copy Administrator Rights To Another User

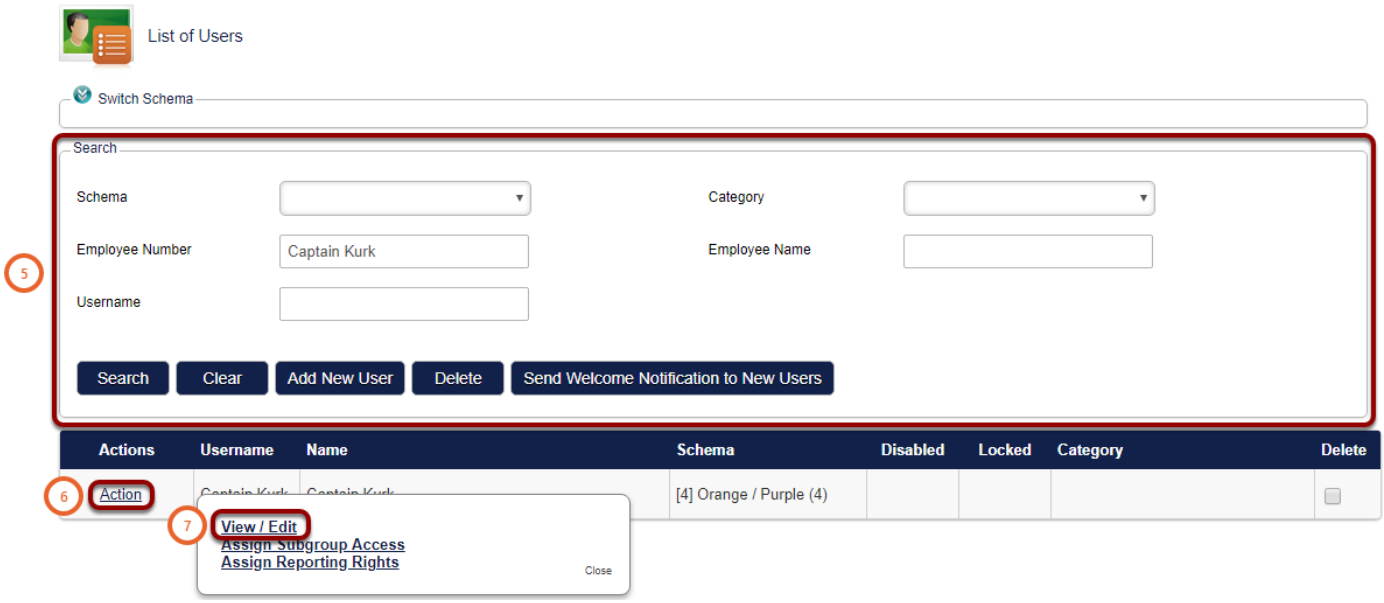
How to get there?

Click on System Administration (1), then with you cursor hover over System Administration (2) | Users (3) | Manage Users (4).

- Using the search dialogue boxes search for a user who has administrator rights and that you would like to copy (5).
- Click on the action button (6).
- A small window will open.
- Select View / Edit (7).
- Navigate to and click on Copy User Rights (8).

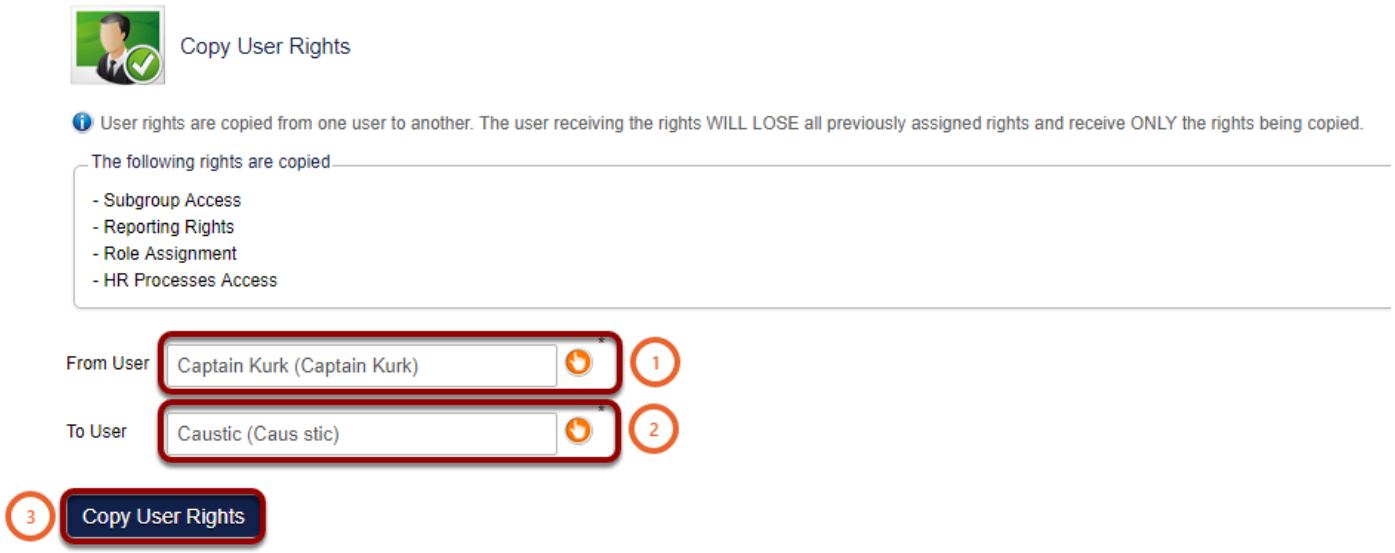






What to do?

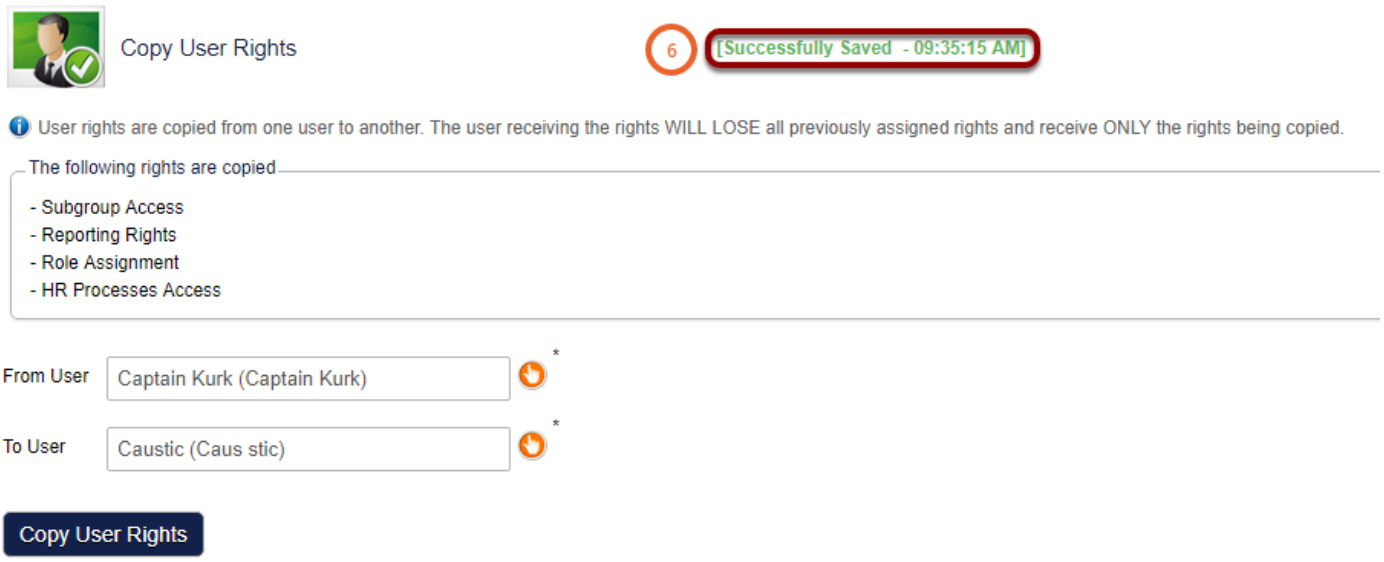
- Select the From User (1) the user with the administration rights to be copied.
- Select To User (2) the user that will receive the administration rights.
- Then click on Copy User Rights (3).



> Please note: The user receiving the rights WILL LOSE all previously assigned rights and receive ONLY the rights being copied. (4)

- Click on OK (5) when you have read the warning.

- Ensure that the Successfully Saved (6) message displays.
- The rights are now copied please verify that the user has received all the copied rights

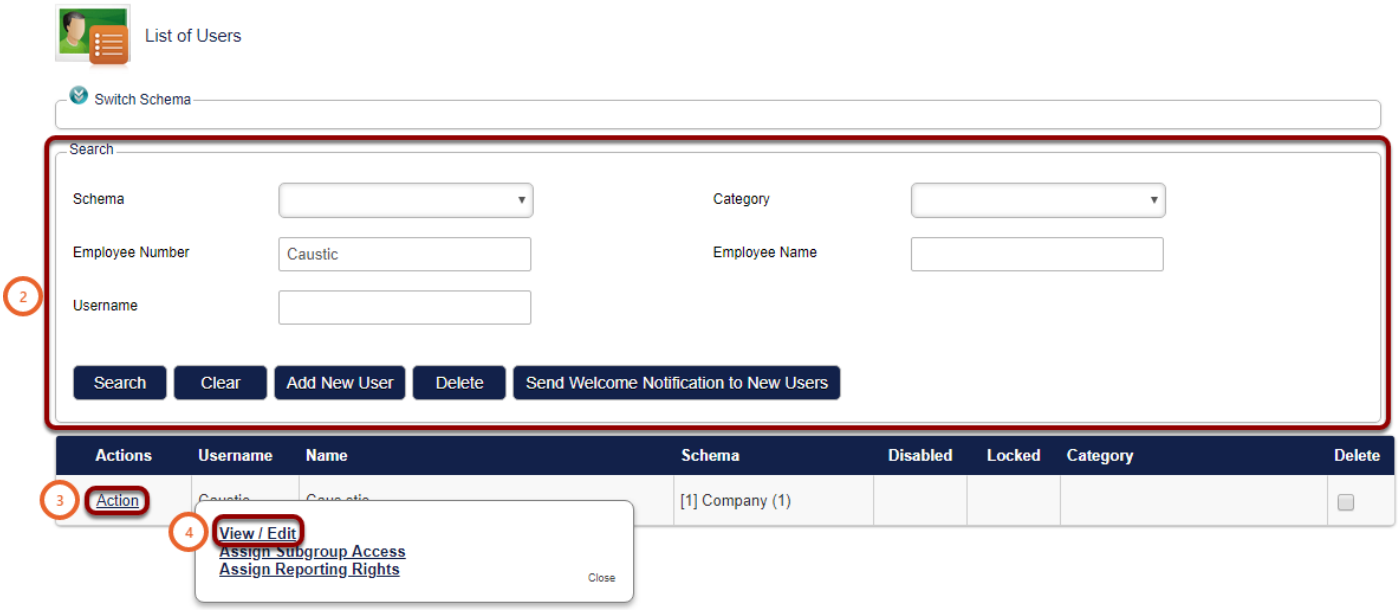


Verify that the administrator rights were copied

- Navigate back to the users search menu by clicking on Users (1).



- Using the search dialogue boxes search for the user who received the administrator rights (2).
- Click on Action (3).
- A small window will open.
- Click on View / Edit (4).



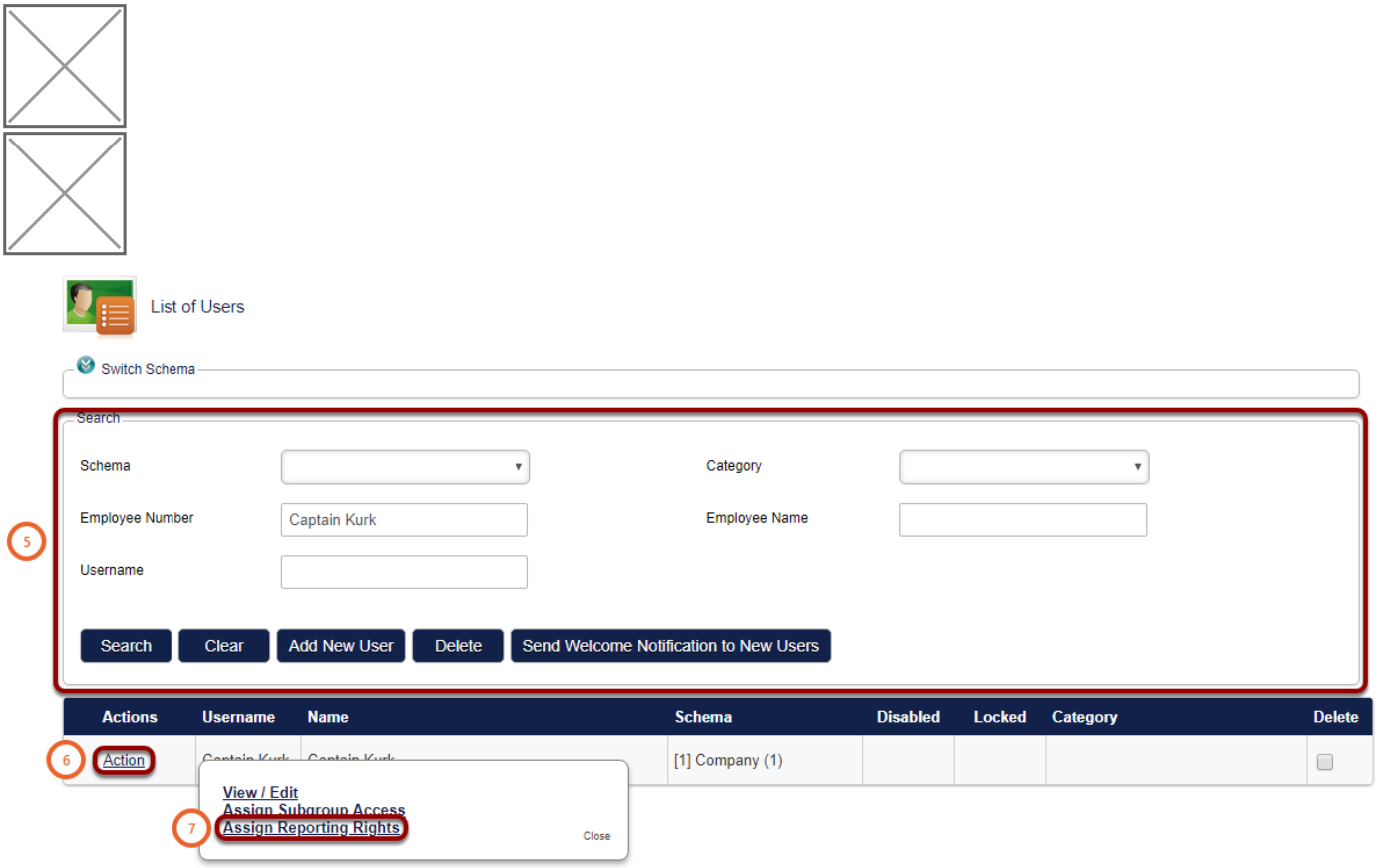
- Navigate to each of the relevant menus to ensure that the rights were copied (5).



How To Assign Reporting Rights

How to get there?

Click on System Administration (1), then with your cursor hover over System Administration (2) | Users (3) Manage Users (4). Use the search criteria (5) to locate the user in question, then click on the Action (6) button. A small window will open, then click on Assign Reporting Rights (7).



What to do?

- Click on the plus button (1) on the category were the report is located and tick the box.
- Then tick the boxes at each report that is required (2) (3) (4) (5).

- Click on Save Permissions (6).

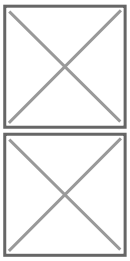
> Note: if the user requires access to all the reports below a category then only the tick box on that category is required.



How To Disable A User

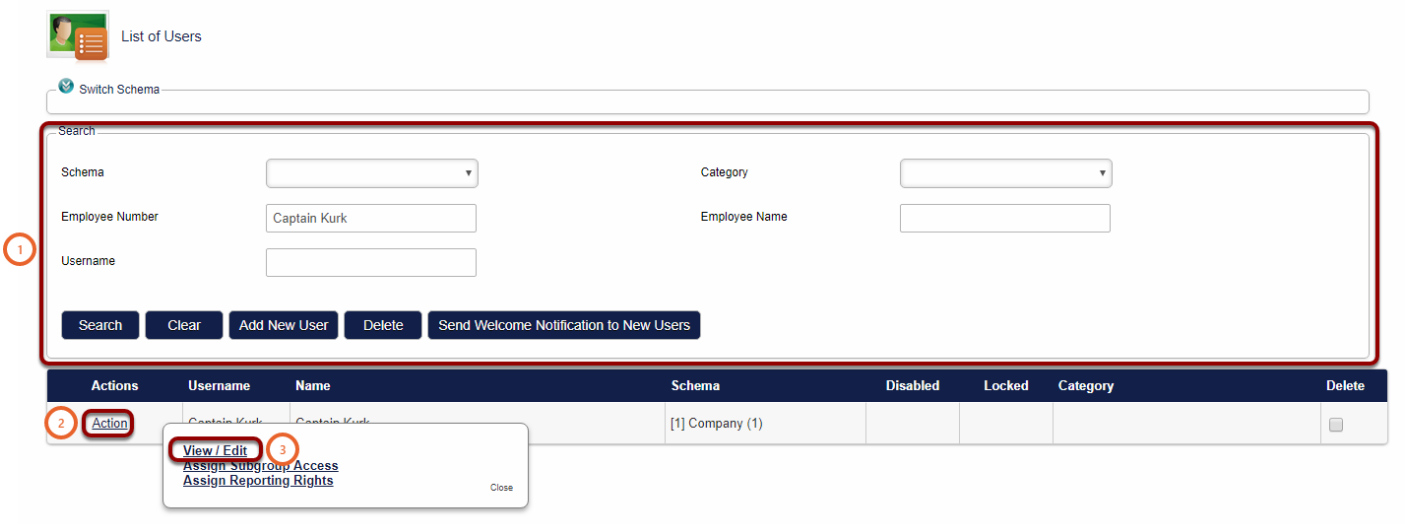
How to get there?

Click on System Administration (1), then with your cursor hover over System Administration (2) | User (3) | Manage Users (4).

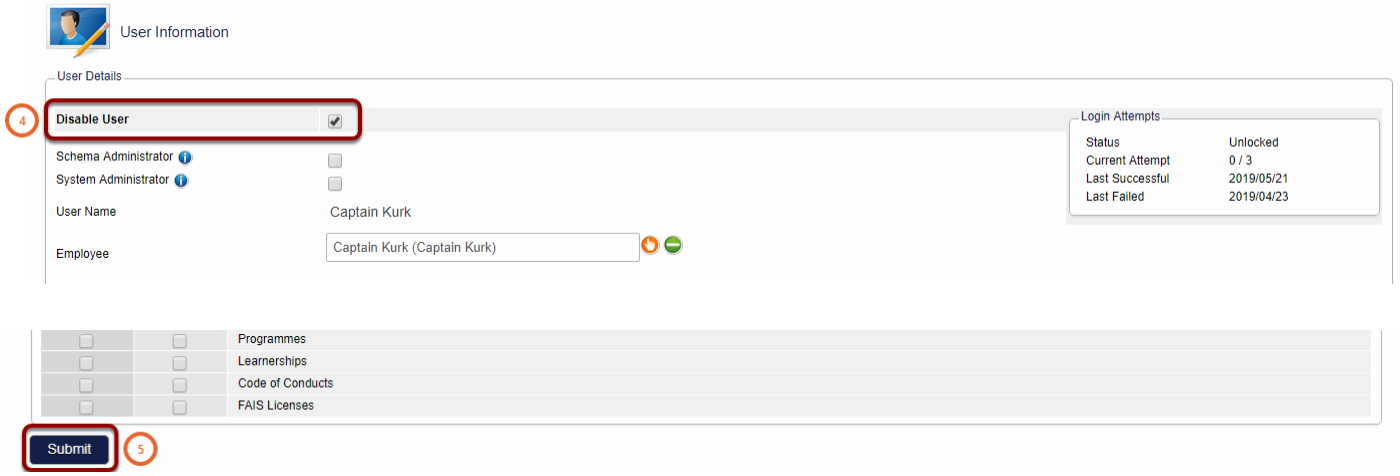


What to do?

- Use the search criteria (1) to search for a user.
- Click on Action (2) on the relevant user.
- Then click on View / Edit (3).



- Select the tick box Disable User (4).
- Then Scroll to the bottom of the page and click on Submit (5).



Note: When a user is disabled they will not be able to log in.