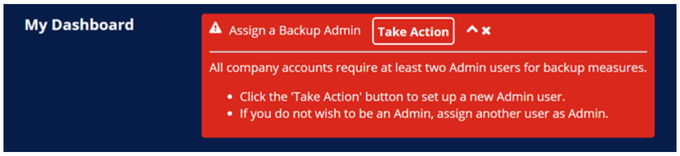
Adding, Editing, and Deactivating a User

If your user role allows, you can manage your organizations platform users. In the Users page you can add a user, update user information, or inactivate a user. Access **user menu** > **Settings** > **Users**.

If you need to add many users, contact Collaboration Center support to request a bulk upload.

Starting with the 1.10 release, all accounts must assign a backup account admin to mitigate disruptions in platform maintenance and support if the primary admin is unavailable. Until the primary admin assigns a backup, the system displays a pop-up notification indicating the incomplete assignment.



Adding a User

To add a new user from within your organization, proceed with these steps in the Users page:

1. In the **Select an Organization** drop-down list, select the parent or child organization for the user.
   Collaboration Center does not display this field if your organization does not use parent child structure.
2. Click **Add New** to create a new user account.
   The User Information fields activate.

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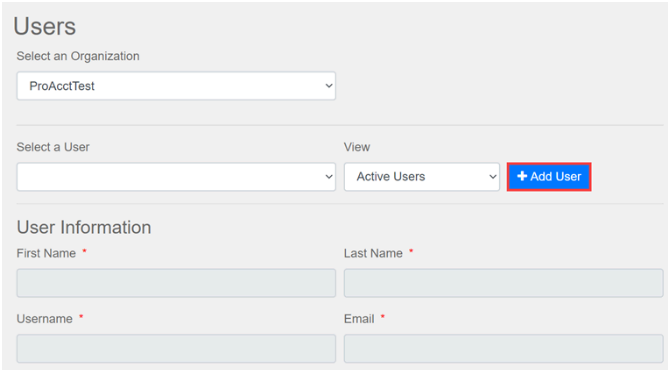


3. In the User Information section, complete the following fields:
    1. In the **First Name** field, enter the user’s first name.
    2. In the **Last Name** field, enter the user’s last name.
       The **User Name** field is inactive. When you save the page information, Collaboration Center defaults this field content to display the user’s email address. Users can later change this field content from an email address to a personal user name of their preference.
    3. In the **User Name** field, enter a user name.
    4. Users can edit their user name after they sign into Collaboration Center.
    5. In the **Email** field, enter the user’s email address.
       The email domain you choose must be one of your organization’s reserved domains.
    6. In the **Mobile Phone** field, enter the user's phone number.
    7. In the **Mobile Provider** drop-down, select the user's service provider.
    8. In the **Time Zone** drop-down list, select the user’s time zone.
4. In the User Status section, select the user’s type from the following options:
    - **Admin**. The user requires access to the administrative functionality.
      If your organization uses parent child structure and you are parent organization administrator, you can also work with organization access. When you select **Admin** in the **Select User Role** drop-down list for a parent organization, the Organization Access section displays in the User page.
      Parent organization administrators can select organizations in the Available list and move them to the Selected list by clicking the right caret.
    - **Standard User**. The user only requires access to basic functionality.
5. In the **User Status** drop-down list drop-down list, select **Active**.
6. In the User Password Action section, select one of the following radio buttons:
    - **None**. Collaboration Center does not update the password. This option enables you to edit a user’s information without changing the user’s password.
    - **Force user to change password on next login**. Collaboration Center prompts new users to change their password on the next log in.
    - **Set a temporary password and send an email to the user**. When changes to the page are saved, Collaboration Center sends a message to the user containing a temporary password.
7. Click **Save Changes**.

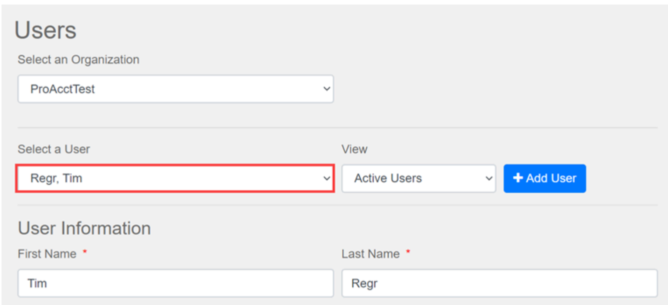
   The system generates a message to the user containing a link to Collaboration Center and a temporary password. Using the link and password, the user can sign into the system.

Editing a User

You can also edit a user’s information in the Users page – such as when a user needs a password change.

To edit a business user’s information, proceed with these steps in the Users page:

1. In the Select a User list, select a user.
   The user's information displays displays in the the Users fields.



2. Modify the user’s information as needed.
3. Click **Save**.

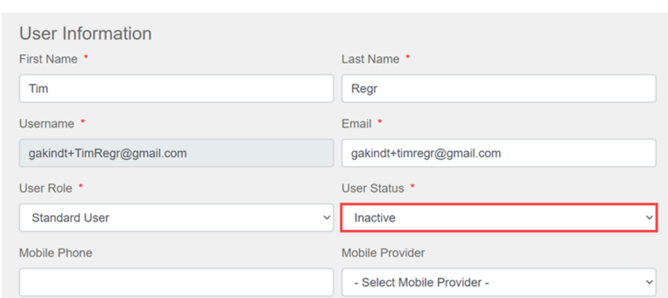
   The system sends the user an automated email indicating that the user’s Collaboration Center account has been updated.

Collaboration Center displays a warning if you attempt to save changes to a user’s information in the User page when that user is logged into the system. If you decide to save the changes, the system automatically logs out the user.

Deactivating a User

To deactivate a user, proceed with these steps in the Users page:

1. In the Select a User list, select a user.
2. In the **User Status** drop-down list, select **Inactive**.



3. Click **Save**.

User accounts cannot be deleted in Collaboration Center. They can only be inactivated.

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