

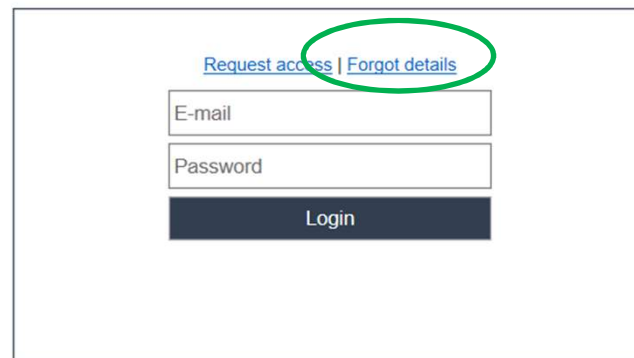
# User Management Basic Training

# Password Reset for Existing Users

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- Two ways to reset a (forgotten or expired) password:
  - Forgot Details
    - Receive an email from noreply@logicnets.com

## Sign In

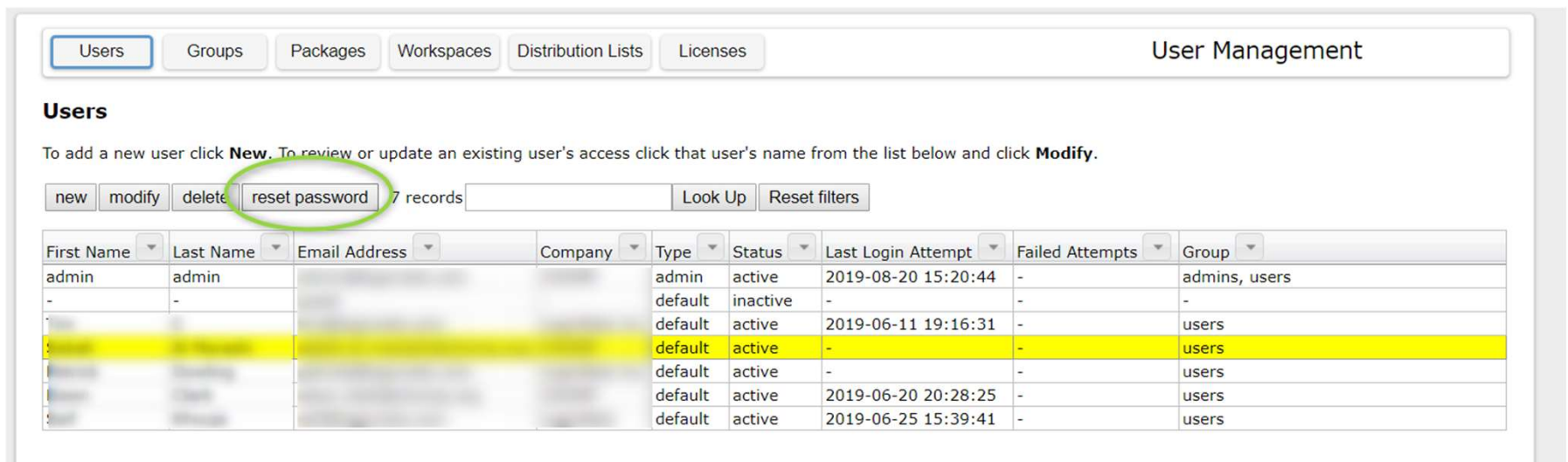


The screenshot shows a 'Sign In' form with the following elements:

- Two links at the top: 'Request access' and 'Forgot details'. The 'Forgot details' link is circled in green.
- An 'E-mail' input field.
- A 'Password' input field.
- A dark blue 'Login' button.

# Reset Password via User Management

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The screenshot shows the 'User Management' interface. At the top, there are navigation tabs: 'Users' (selected), 'Groups', 'Packages', 'Workspaces', 'Distribution Lists', and 'Licenses'. Below the tabs, the title 'User Management' is displayed. Underneath, the section is titled 'Users'. A text instruction reads: 'To add a new user click **New**. To review or update an existing user's access click that user's name from the list below and click **Modify**.' Below this instruction is a row of action buttons: 'new', 'modify', 'delete', 'reset password' (circled in green), and '7 records'. To the right of these buttons are 'Look Up' and 'Reset filters' buttons. Below the buttons is a table with the following columns: First Name, Last Name, Email Address, Company, Type, Status, Last Login Attempt, Failed Attempts, and Group. The table contains several rows of user data, with one row highlighted in yellow.

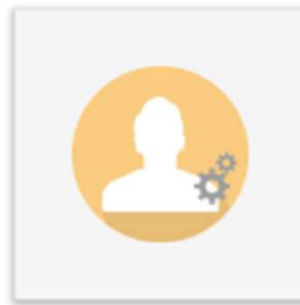
First Name	Last Name	Email Address	Company	Type	Status	Last Login Attempt	Failed Attempts	Group
admin	admin			admin	active	2019-08-20 15:20:44	-	admins, users
-	-			default	inactive	-	-	-
				default	active	2019-06-11 19:16:31	-	users
				default	active	-	-	users
				default	active	-	-	users
				default	active	2019-06-20 20:28:25	-	users
				default	active	2019-06-25 15:39:41	-	users

# User Management

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- User Management accessible here by any user who is a member of the “admin” group

## Tools



Access  
Management

# Add user to admin group

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Users Groups Packages Workspaces Distribution Lists Licenses User Management

### Modify User Details

Save Cancel

To update this user's details make changes and click **Save**. Click **Cancel** to return to the main menu.

Type:

First Name:

Last Name:

Company:

Email:

Password: (password can be reset via 'Reset password' button in the 'users' overview)

Effective password policy: *secure - (The password must be at least 15 characters and must contain at least one upper case character, one number and one special character.)*

Effective multifactor authentication:  Username and password combination  Timebased One Time Password

Status:

Account expiry:

Password expiry:

Groups:

Packages on dashboard:

Workspaces on dashboard:

#### License Details

Id	Code	Type	Sponsor	Campaign	Activation date	Expiration date	State
<span>Remove</span>							
<input type="text" value="-Select code-"/>							
<span>Add</span>							

Add promo/license code:



# Add a (single) New User

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- Enter email (not case sensitive) and select “default”
- Enter name/organization
- **!IMPORTANT!** Add to **users** group (Add to admins group if Administrator)
- SAVE
  - Ignore Account/Password expiry dates (managed by system)

## Modify User Details

To update this user's details make changes and click **Save**. Click **Cancel** to return to the main menu.

Type:	default ▾
First Name:	<input type="text"/>
Last Name:	<input type="text"/>
Company:	<input type="text"/>
Email:	<input type="text"/>
Password:	<i>(password can be reset via 'Reset password' button in the 'users' overview)</i>
Effective password policy:	secure - <i>(The password must be at least 15 characters and must contain at least one upper</i>
Effective multifactor authentication:	<input checked="" type="checkbox"/> Username and password combination <input type="checkbox"/> Timebased One Time Password
Status:	Active ▾
Account expiry:	<input type="text"/> 
Password expiry:	2019-11-18 
Groups:	None selected ▾
Packages on dashboard:	None selected ▾
Workspaces on dashboard:	None selected ▾

# Standard Policies

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## Passwords (\*):

- 15 characters including 1 number, 1 special character
- Valid for 90 days
- 5 attempts before blocked (click Forgot Details)

## Temporary Passwords:

- Valid for 1 day (\*)
- Must be changed on 1<sup>st</sup> login

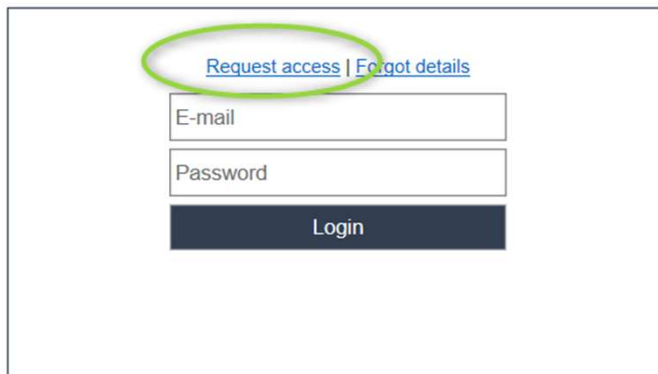
\* above can be changed in System Configuration settings

# Request Access

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- New users can Request Access
  - Complete information
  - Receive confirmation of request email
  - Wait for Administrator to approve request
  - Administrator gets email notification (set email in System Config)

## Sign In



The Sign In form contains a link for "Request access | Forgot details" which is circled in green. Below the link are two input fields: "E-mail" and "Password". At the bottom of the form is a dark blue button labeled "Login".

## Request Access



The Request Access form has a light blue header with the instruction "Please fill out the information and click on **Request**." The form fields are: "First Name:" with the value "Test"; "Last Name:" with the value "User"; "Company/Organization:" with the value "Testing Corporation"; "Email:" with the value "testuser@testingcorp.com"; "Promo/License code:" which is empty; and "Additional Information:" which is a text area containing a blurred message. At the bottom are two dark blue buttons: "Request" and "Back".



# Approve/Deny Requests

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- User listed as “Pending”
- Accept (or Reject) individually or en masse
  - sends email to Pending User(s)
- **!IMPORTANT!** Modify user and add to **users** group

The screenshot shows the 'User Management' interface. At the top, there are tabs for 'Users', 'Groups', 'Packages', 'Workspaces', 'Distribution Lists', and 'Licenses'. Below the tabs, the 'Users' section is active. It includes a navigation bar with 'new', 'modify', 'delete', and 'reset password' buttons, and a 'Look Up' button. A table lists users with columns for First Name, Last Name, Email Address, Company, Type, Status, Last Login Attempt, Failed Attempts, and Group. The user 'Test' is highlighted in yellow, with a status of 'pending'. Below the table, the 'Pending Users' section is shown, with instructions and a list of pending users. The 'Test' user is listed with a 'pending' status and a request date of '2019-08-20 16:03:18'. At the bottom, there are 'Reject' and 'Accept' buttons, with the 'Accept' button circled in green.

**Users**

To add a new user click **New**. To review or update an existing user's access click that user's name from the list below and click **Modify**.

8 records

First Name	Last Name	Email Address	Company	Type	Status	Last Login Attempt	Failed Attempts	Group
				admin	active	2019-08-20 15:20:44	-	admins, users
				default	inactive	-	-	-
				default	active	2019-06-11 19:16:31	-	users
				default	active	-	-	users
				default	active	-	-	users
				default	active	2019-06-20 20:28:25	-	users
				default	active	2019-06-25 15:39:41	-	users
Test	User	testuser@testingcorp.com	Testing Corporation	default	pending	-	-	-

**Pending Users**

Below is an overview of users that have requested access to your environment. For security reasons they are not able to logon until you, or another admin, approves this request.

Select user(s) and choose an action:

- **Reject:** user account will be deleted. The user will not be able to logon with this account. An email will be sent to the user when an account-reject-email-template is configured.
- **Accept:** user account will be set to active. The user will receive an email with a temporary password which can be used to logon.

<input type="checkbox"/>	First name	Last name	Email	Company	Status	Request Date
<input checked="" type="checkbox"/>	Test	User	testuser@testingcorp.com	Testing Corporation	pending	2019-08-20 16:03:18



# Retiring Users

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- Three ways to retire users
  1. **DELETE** user (use for errors in setup only, e.g. wrong email address)
  2. Change **STATUS** to “Inactive” (use for when user may/may not require use in future)
  3. Set **Account Expiry date** (use for staff leaving at some future date)

## Modify User Details

To update this user's details make changes and click **Save**. Click **Cancel** to return to the main menu.

Type:	default ▾
First Name:	<input type="text"/>
Last Name:	<input type="text"/>
Company:	<input type="text"/>
Email:	<input type="text"/>
Password:	(password can be reset via 'Reset password' button in the 'users' o
Effective password policy:	secure - (The password must be at least 15 characters and must c
Effective multifactor authentication:	<input checked="" type="checkbox"/> Username and password combination <input type="checkbox"/> Timebased On
Status:	<b>2</b> Active ▾
Account expiry:	<b>3</b> <input type="text"/> 
Password expiry:	2019-08-07 
Groups:	users ▾