

How can I add or delete a user on my account?

You may want to have several people in your organization to manage your customers, controllers, or your customers may have more than one person in their household or business who wants to manage their controller. This can easily be done by adding extra users for a customer.

In the **contractor portal**, find your customer and click on their **account name** to configure **user** details.

The following information can be found in this section:

- Add new user
- Edit user
- Delete user
- Resend Activation Emails
- Sending a Lost Password Email

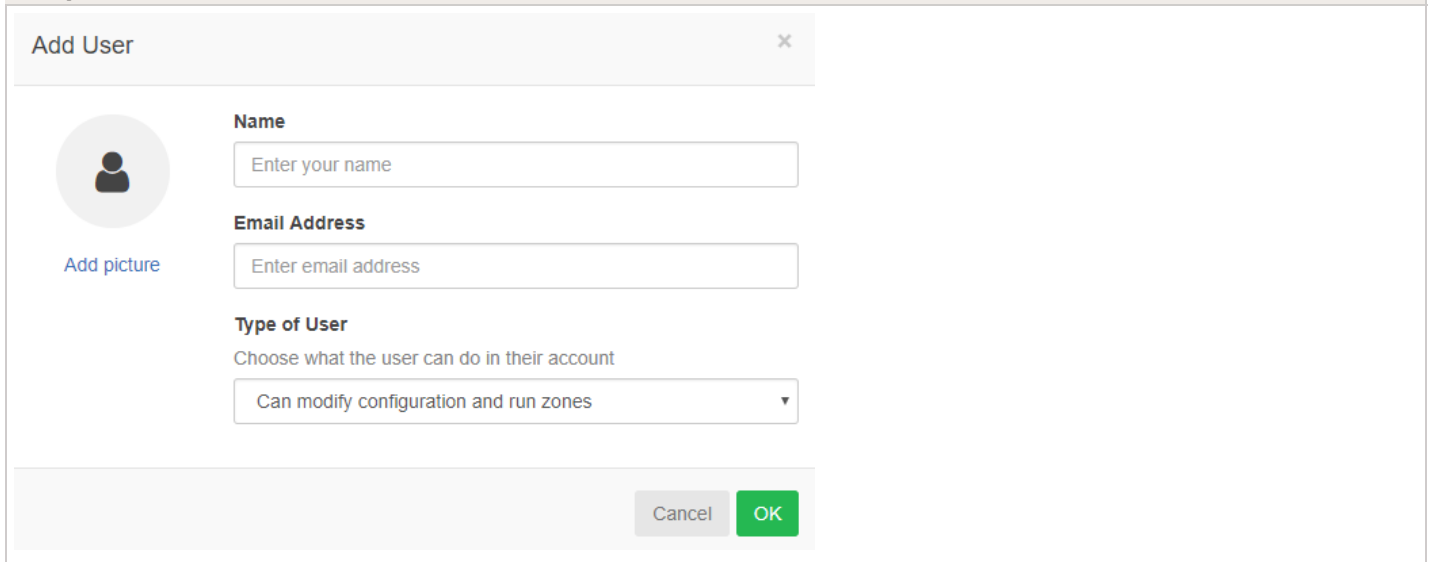
ADD A USER


1. Click on the **ACCOUNT** icon on the upper right hand side, then **USERS**.
2. Click the plus button and this will show the **NEW USER** screen to add the following information:
 - **User Name** - The name of the new user
 - **Email Address** - The email address that the new user will use to log into their account
 - **Type of User** - If you want your customer to have full control over their system, select **'Can modify configuration and run zones.'** If you don't want your customer to be able to change their configuration, select **"Can view configuration, manually run zones"**
3. Click **OK** – the user will get an activation email and will be prompted to select a password.



Step 1



Steps 2-3

The screenshot shows a dialog box titled "Add User" with a close button (x) in the top right corner. On the left side, there is a circular profile picture placeholder with a person icon and the text "Add picture" below it. The main content area has three sections: "Name" with a text input field containing "Enter your name"; "Email Address" with a text input field containing "Enter email address"; and "Type of User" with a dropdown menu. Below the dropdown, it says "Choose what the user can do in their account" and the dropdown menu is currently set to "Can modify configuration and run zones". At the bottom right, there are two buttons: "Cancel" (grey) and "OK" (green).

If you need to edit, delete, resend activation or send lost password, please use the instructions below. Click on the **MULTI-SITE MANAGER**  icon on the upper right hand side, then **MY CUSTOMERS**.

1. Click on the customer you want to manager or search by the username/email.
2. Click on the user you would like to edit
3. Select  icon, then view details
4. From the menu, select  icon, then **EDIT, DELETE, RESEND ACTIVATION or SEND PASSWORD..**

< User Details



Username
Hunter Industries
Email
anthony+4@hyd
Type of user
Full access

- Edit
- Delete
- Resend Activation Email
- Send Lost Password Email