User Management

How to Add a User

1. Go to the admin panel
2. Click your Profile icon at the top left of the screen
3. Then click Administration
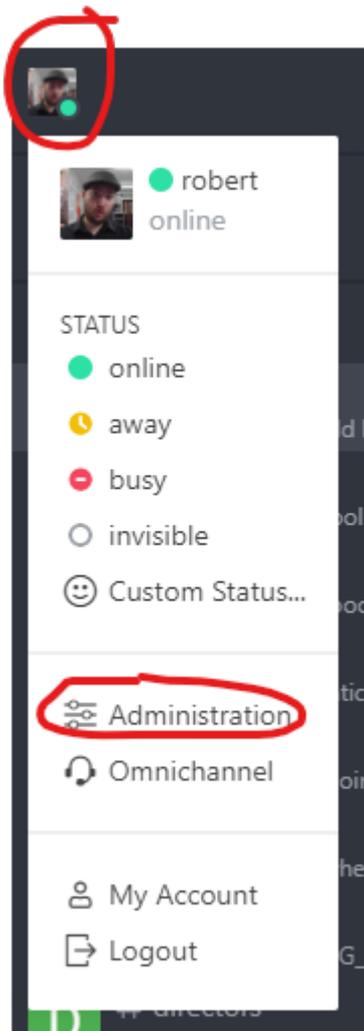
4. Click **"Users"**
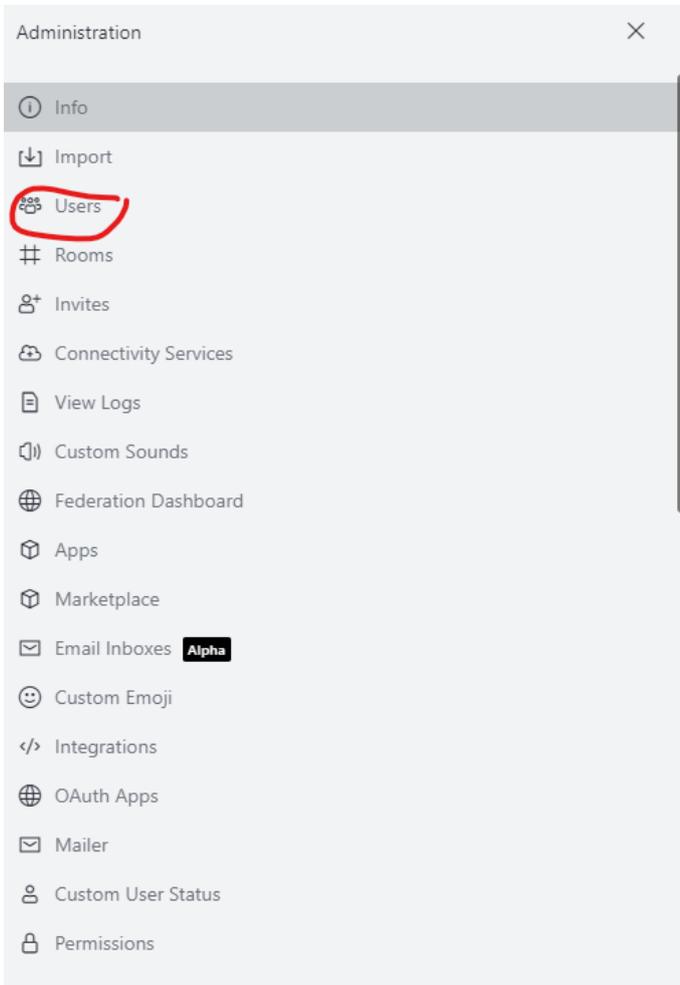
5. Click **"New"**
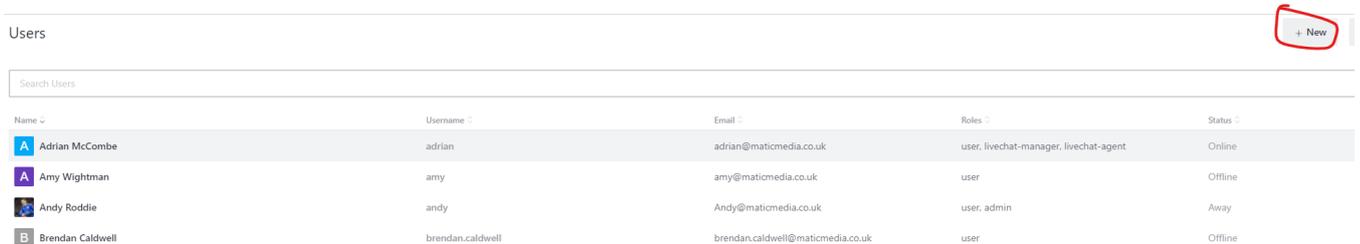
6. Enter the new User

Name	The users name
Username	Usually in the format [forename].[surname] or [forename]
Email	[forename].[surname]@maticmedia.co.uk
Email Verified	Set this to use
Password	Their password

| Require password change	yes if you want them to choose their own password
Roles	Select "User"

7. Click **"Save"**

How to change a User's Password

1. Go to the admin panel
2. Click your Profile icon at the top left of the screen
3. Then click Administration
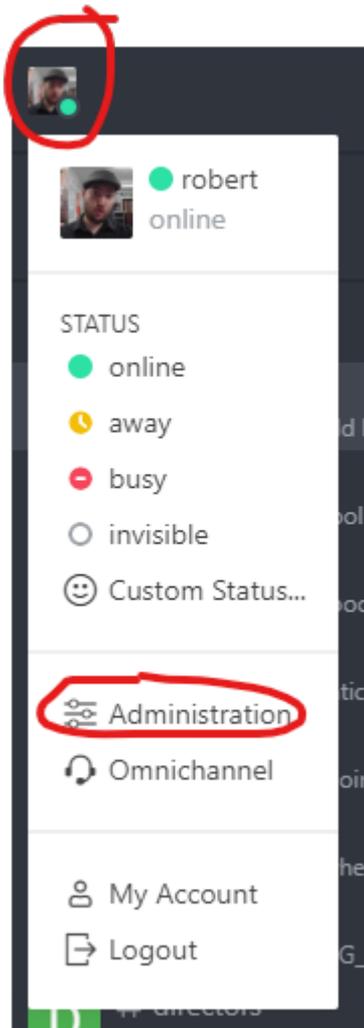
4. Click **"Users"**
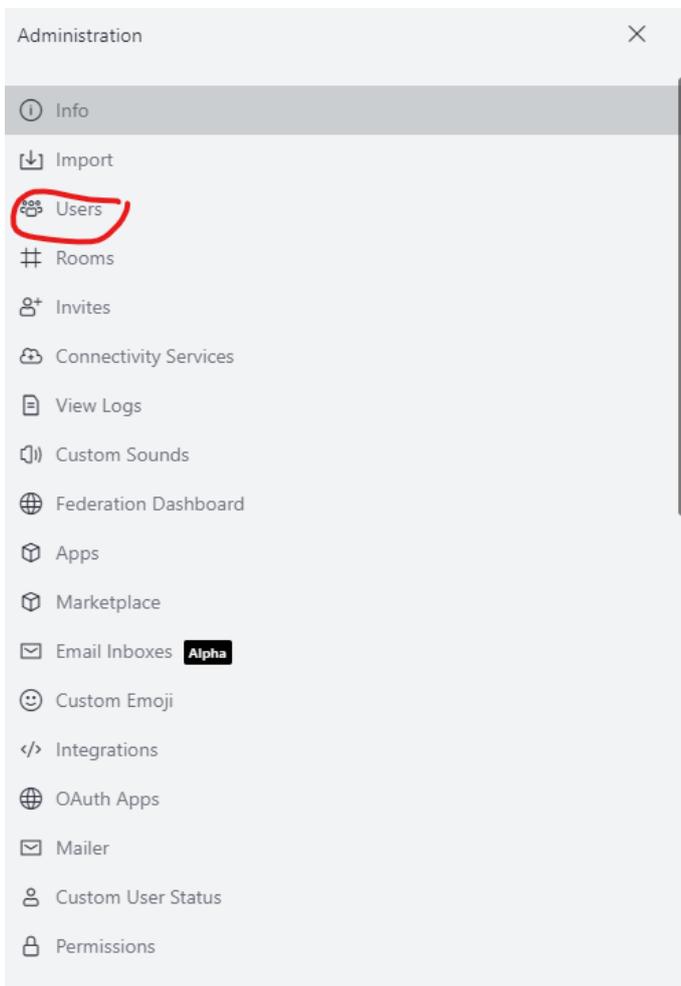
5. Use the filter bar to find the user you want
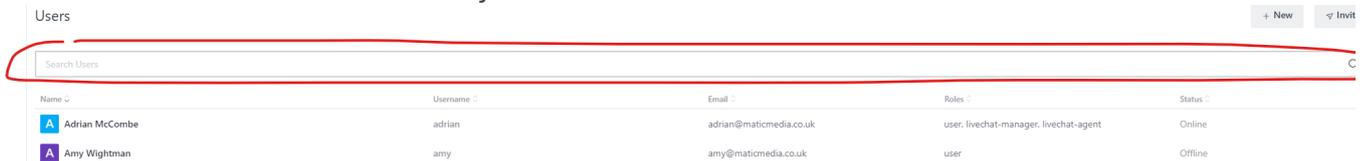
6. Click on the user

7. Click on the Edit on the User popout

User Info
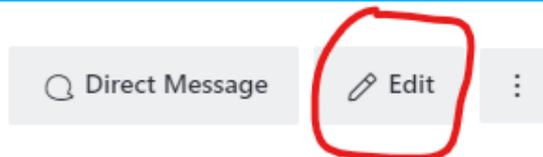
🕐 **adrian**

Roles

| user | livechat-manager | livechat-agent |

Local Time

11:50 AM (UTC 1)

Username

adrian

Full Name

Adrian McCombe

Email

8. Enter new password on the password field

Password

9. Click save

Save

Revision #3
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