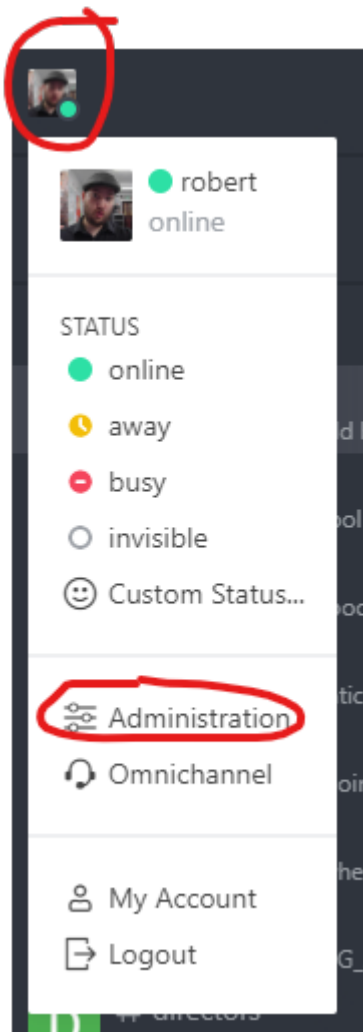


User Management

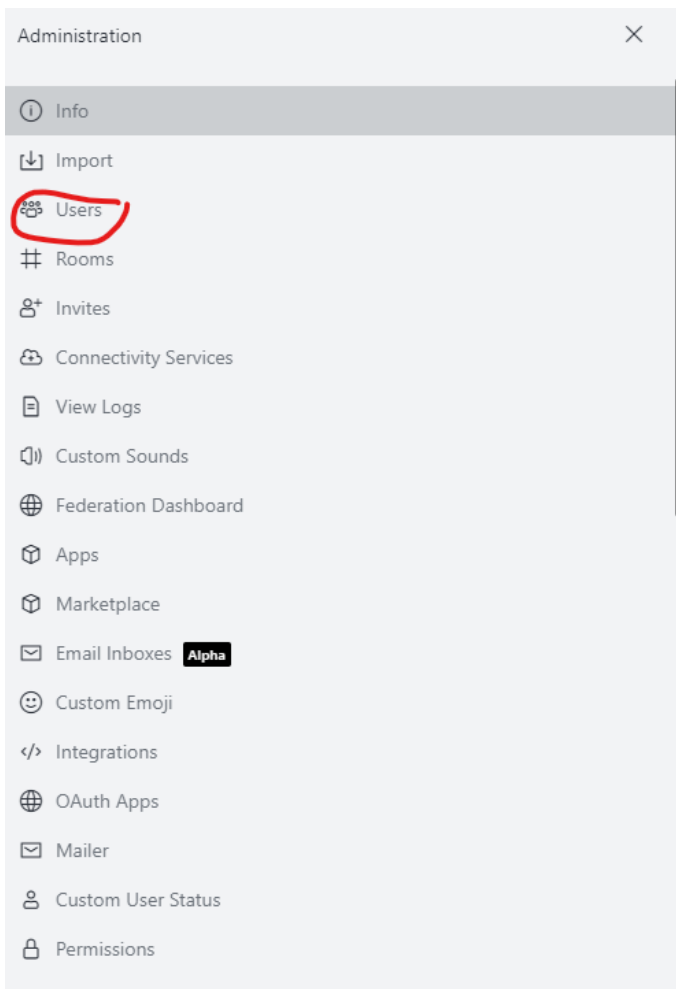
YOU MUST BE AN ADMINISTRATOR TO ADD OR EDIT USERS

How to Add a User

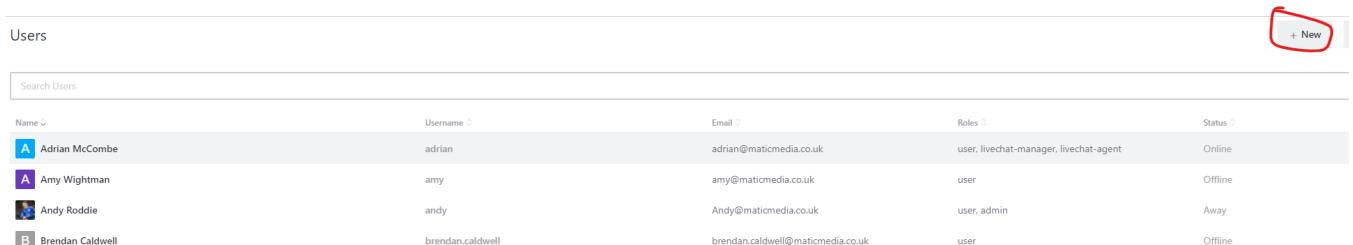
1. Go to the admin panel
2. Click your Profile icon at the top left of the screen
3. Then click Administration



4. Click "**Users**"



5. Click "New"



6. Enter the new User

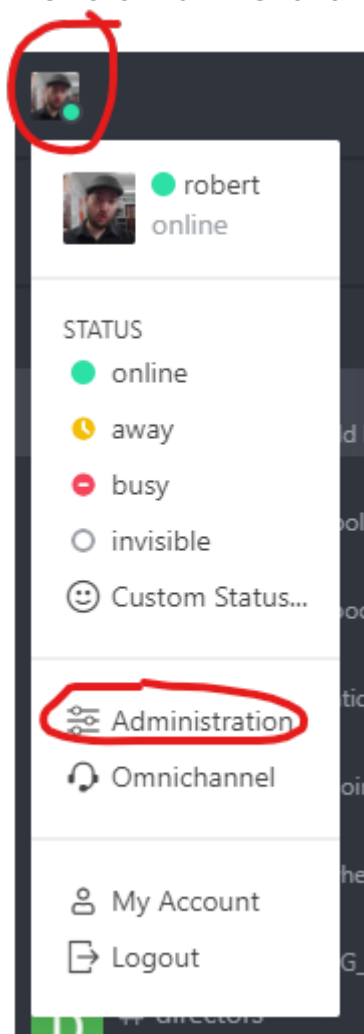
Name	The users name
Username	Usually in the format [forename].[surname] or [forename]
Email	[forename].[surname]@maticmedia.co.uk
Email Verified	Set this to use
Password	Their password

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

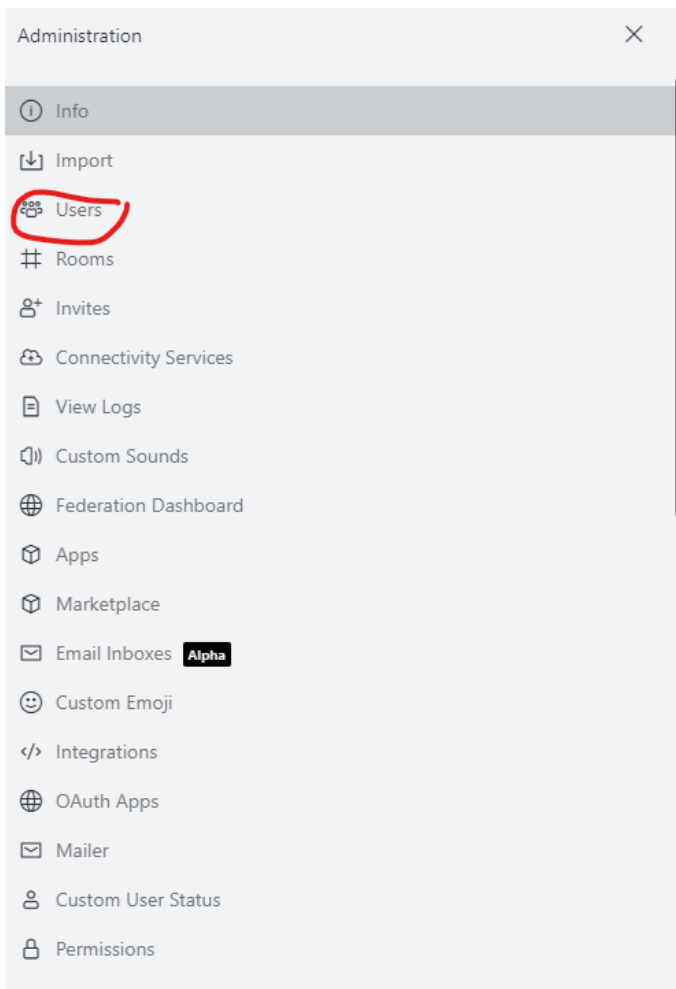
7. Click "**Save**"

How to change a User's Password

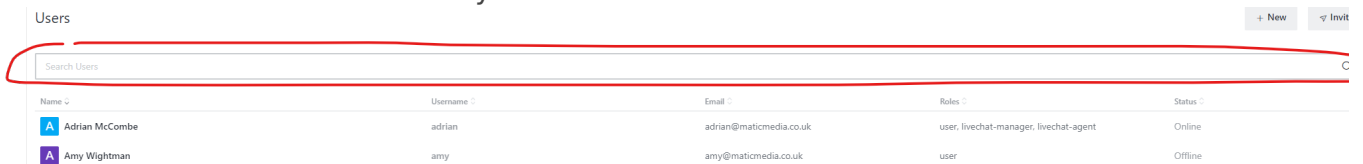
1. Go to the admin panel
2. Click your Profile icon at the top left of the screen
3. Then click Administration



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



 Direct Message

 Edit



 **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

Created 16 May 2022 12:40:16 by Admin

Updated 18 May 2022 10:52:32 by Admin