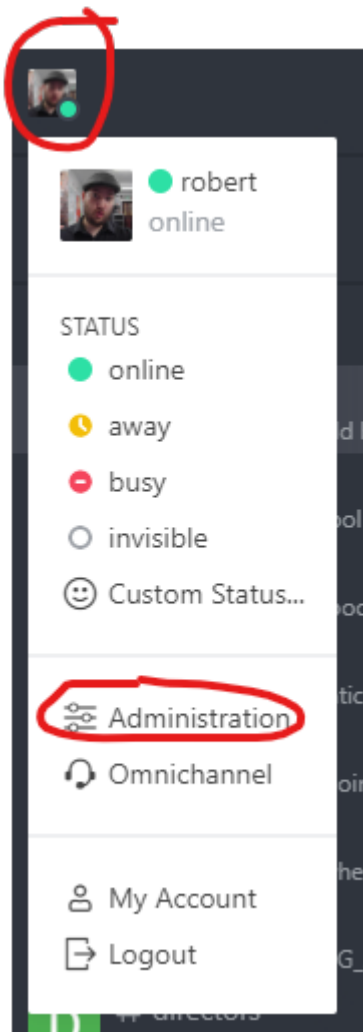


# User Management

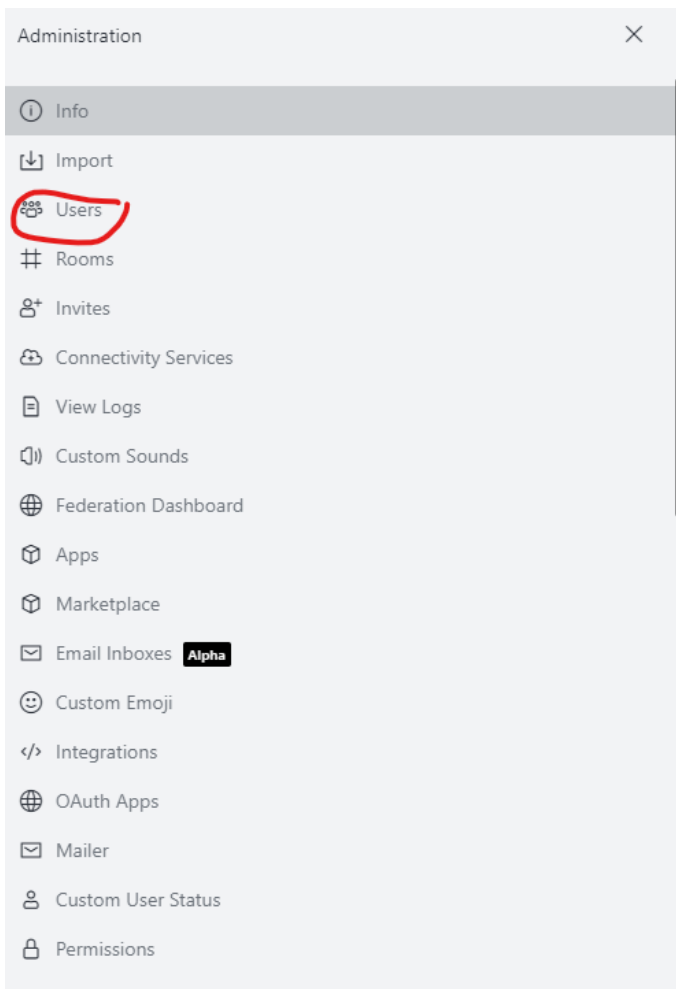
YOU MUST BE AN ADMINISTRATOR TO ADD OR EDIT USERS

## How to Add a User

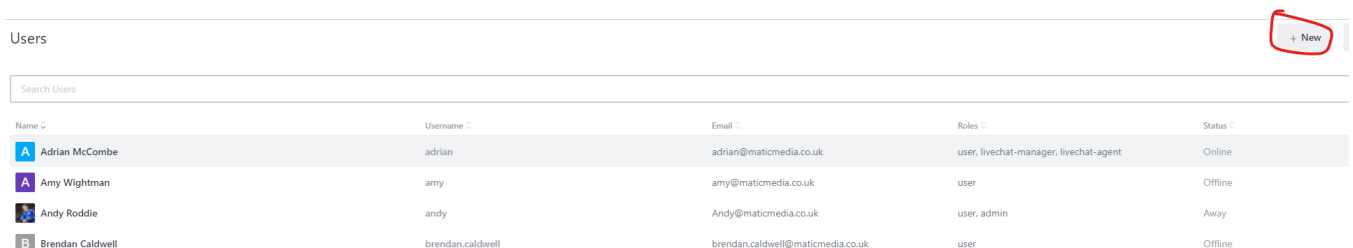
1. Go to the admin panel
2. Click your Profile icon at the top left of the screen
3. Then click Administration



4. Click "**Users**"



## 5. Click "New"



## 6. Enter the new User

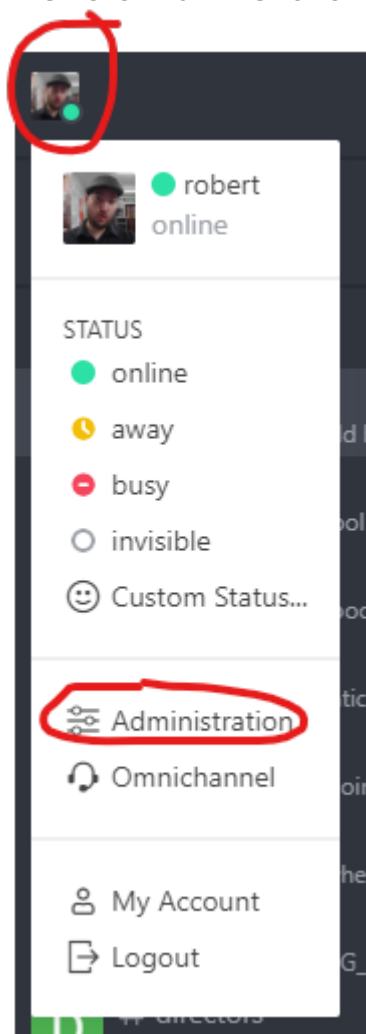
<b>Name</b>	The users name
<b>Username</b>	Usually in the format [forename].[surname] or [forename]
<b>Email</b>	[forename].[surname]@maticmedia.co.uk
<b>Email Verified</b>	Set this to use
<b>Password</b>	Their password

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

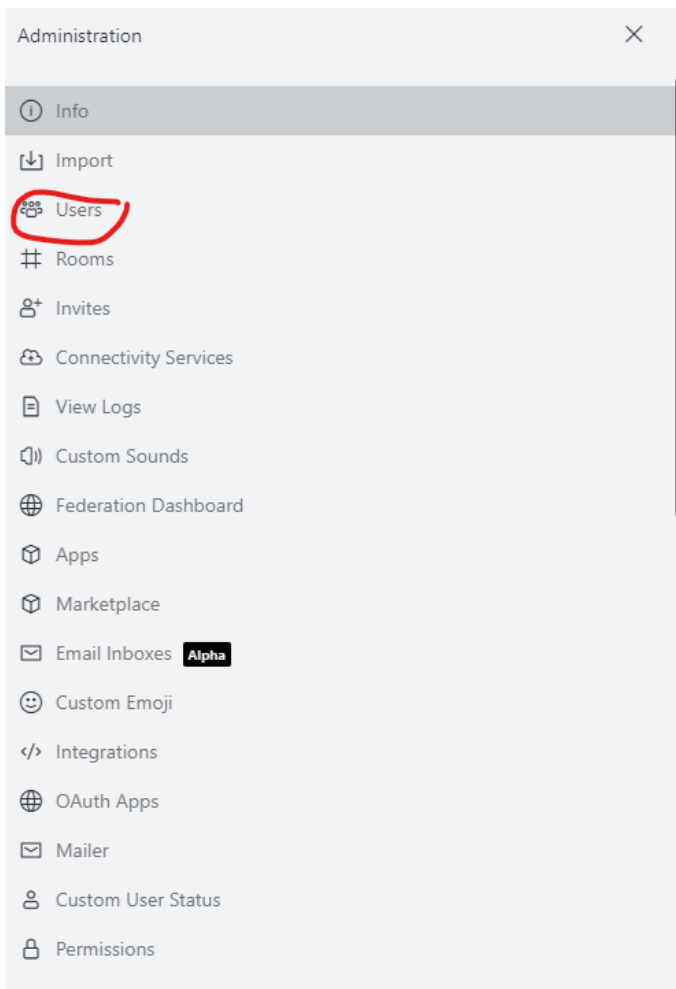
7. Click "**Save**"

## How to change a User's Password

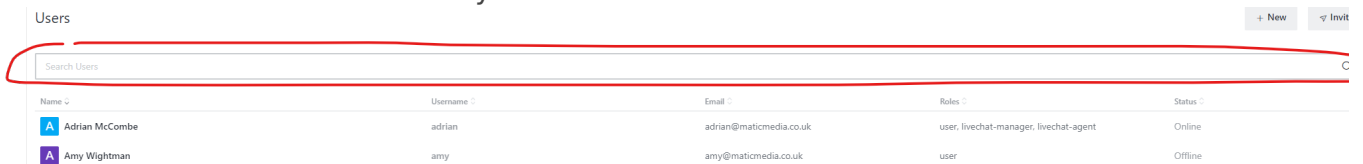
1. Go to the admin panel
2. Click your Profile icon at the top left of the screen
3. Then click Administration



4. Click "**Users**"



5. Use the filter bar to find the user you want

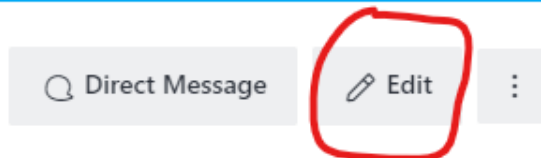


6. Click on the user

7. Click on the Edit on the User popout

## User Info

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 **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

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Revision #3

Created 16 May 2022 12:40:16 by Admin

Updated 18 May 2022 10:52:32 by Admin