How can I manage users in the Web Portal?

Question

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Answer

The Users option will take you to the **User Management** page. This page displays the list of users that are in the selected group. You can view and edit the Name, Email, Role, Status, and Action for each user. Next to Group in the top right, the drop-down menu can be used to switch groups and to access the users that belong to the selected group.
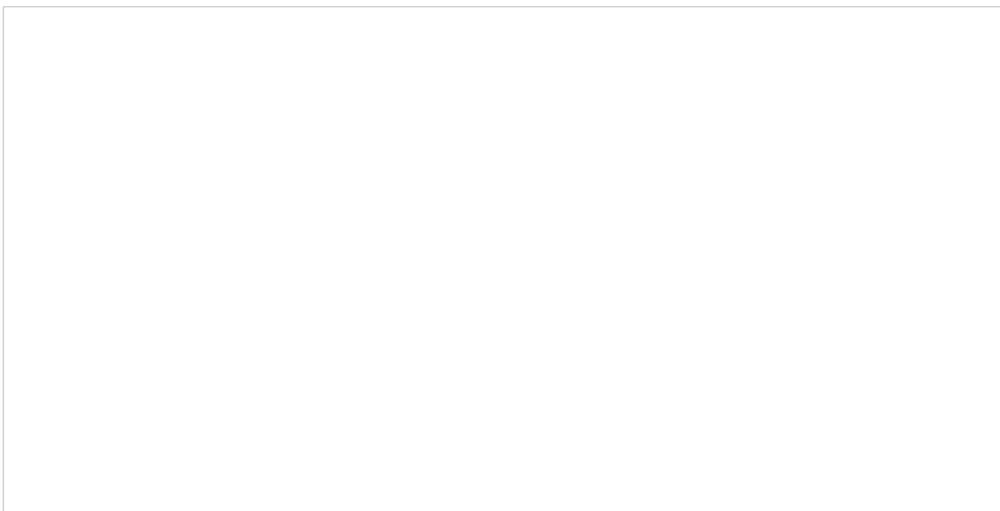
Name	First and last name of the user. Clicking the name will take you to the **User Details** page and displays the User Information for the selected user.
Email	The email address for the user. This will be the users' login name and cannot be changed once created.
Role	Icons display the assigned role of the user. The ☐ is a Basic User. The ☐ denotes the Customer Admin role.
Status	Displays the current status of the user. A user can either be Active or Inactive.
Action	Clicking the ☐ button allows you to change the user's first and last name, role, status, and their associated click-to-dial extension.

User Information

After clicking on a name from the User Management page, you are brought to the selected users' **User Information**. This page displays the user's name, email address, role, and status, all of which can be adjusted from this page. Additionally, you have the ability to Reset and Change the MAXcore (web portal) password for the selected user. The ability to add, change, and remove a users' profile picture is available as well.

User Name	First and last name of the user.
User Email	The email address for the user. This will be the user's login name and cannot be changed once created. Additionally, this address will be used for voicemails that will be sent to the user.
User Role	Displays the current role for the user. This will either be normal user (ROLE_USER) or Customer Admin (ROLE_ADMIN).
Status	Displays the current status of the user. A user can either be Active or Inactive.
Password	Options that allow the user's password to be reset or changed. Pressing changes the password automatically to a system-generated.
Profile Image	Profile Image – Image that will be displayed when chatting with the user. A .png or .jpg file can be uploaded using the option. Pressing will prompt the user to approve the deletion of the image.

Password Requirements

Web portal password must contain at least one numeric and one non-numeric characters, and must be at least 8 characters in length.
Passwords cannot be the repeated digits or characters, e.g. 11111, %%%%%%%%
Passwords cannot be the sequential digits or characters (in increasing or decreasing order), e.g. 12345,
Passwords cannot be the same as the previous one or reverse order of it
Web portal passwords cannot contain the unbroken string of user's first or last names

Applies To

MAXvoice
Admin
User