

Creating Users

The **Users** section under User Management displays a list of all users created for the account.

Note

Please note that all new users must be activated to be a valid user. Please click on the "Send Activation link" to send an email to the user with instructions to activate the user account.

The screenshot shows the 'Users' section of the Puzzel user management interface. On the left is a sidebar menu with categories: ACCOUNT SETTINGS, USER MANAGEMENT, and SITE COMPONENTS. The 'Users' section is active, showing a list of users for the account. The list includes columns for #, Name, Email, Guid, Account In IDP, Account In VEP, and Last signed in. There are buttons for '+ New user', 'Import', and 'Export' at the top right of the list. A search bar is also present.

#	Name	Email	Guid	Account In IDP	Account In VEP	Last signed in
1	Alexander Santana	[redacted]@NITURE.com	3EB46C6F-4EFA-41F3-83F1-16D7DDDCD3E3	inactive	suspended	
2	Bertil Nabati (admin)	[redacted]@laget.se	C634F1C1-D071-417A-9F0B-AEE72BA26CDD	inactive	suspended	
3	Bradin Wilhelmsen	[redacted]@group	AA1A1EDA-EB28-45AA-B1AD-3AB2FDDCF34D	inactive	suspended	
4	Camilo Ospina	[redacted]@.com	D52467A0-2191-4B18-8785-5616E832619D	inactive	suspended	
5	Christian Maribona	[redacted]@.com	3573E353-E230-4492-8AF5-80B6AFC92FEE	inactive	suspended	
6	Fake	[redacted]@.dk	9ABABF31-E3B4-4CD2-9865-DF907A39B19A	inactive	active	

Creating a new user

To create a new user,

1. Go to Account -> Users -> click on the  icon. Enter the user details in the **New user** window and click on **Save AND send activation email** button. This will open up the Edit user window where you can add a profile picture and other details of the user.

New user

Name

Tom Holland

Public display name

Tom

E-mail

tom.holland@puzzel.com

Save

Save AND send activation email

Cancel

2. Proceed to **Roles** tab where you can assign different roles to the user from the list and click **Save**
3. On the Groups tab, you can assign the groups or queues the user should belong to and click **Save**
4. If you hadn't already sent a activation email before, you can do it now on the Send activation e-mail tab.

Save all the details and click on the  icon to go back to the list.

To delete a user, find the user in the list or search for the user from the search tab and click on it. Press **Delete** button in the Edit user window and confirm your decision.

Bulk import of user list

To bulk import users, go to Users -> and click on the  icon. You can download a CSV template to add all the users you wish to import in the required format. Click on  icon and upload the file. For more details on all the fields in the CSV, click on the  icon on the screen.

Exporting user list

To export all the users, go to Account -> Users -> Export to download a CSV file of all users in the system.