



Snell
Advanced
Media

User Guide

Remote User Management

Go! Remote Production Suite

Information and Notices

Copyright and Disclaimer

Copyright protection claimed includes all forms and matters of copyrightable material and information now allowed by statutory or judicial law or hereinafter granted, including without limitation, material generated from the software programs which are displayed on the screen such as icons, screen display looks etc.

Information in this manual and software are subject to change without notice and does not represent a commitment on the part of SAM. The software described in this manual is furnished under a license agreement and can not be reproduced or copied in any manner without prior agreement with SAM, or their authorized agents.

Reproduction or disassembly of embedded computer programs or algorithms prohibited.

No part of this publication can be transmitted or reproduced in any form or by any means, electronic or mechanical, including photocopy, recording or any information storage and retrieval system, without permission being granted, in writing, by the publishers or their authorized agents.

SAM operates a policy of continuous improvement and development. SAM reserves the right to make changes and improvements to any of the products described in this document without prior notice.

Contact Details

Customer Support

For details of our Regional Customer Support Offices please visit the SAM web site and navigate to Support/Customer Support Contacts.

<https://s-a-m.com/support/247-support/>

Customers with a support contract should call their personalized number, which can be found in their contract, and be ready to provide their contract number and details.

Conventions Used

Text

- <Text> indicates a specific key press on the QWERTY keyboard.
- NN/nn indicates a value entered on a numeric keypad.
- Text/text** indicates either an application menu function or a Windows/SAM installation/system setting.

Symbols



See: Reference to items in other documents.



Notes: System, software and workflow points to consider and remember.



Tips: Useful hints and advice when undertaking tasks.

Contents

| | |
|--|----|
| 1. Overview | 4 |
| 1.1 Description | 4 |
| 1.1.1 How Users Are Managed | 4 |
| 1.2 Log in to the System | 4 |
| 1.2.1 Forgotten Password | 5 |
| 1.3 System Messages | 6 |
| 2. Media Manager Role | 7 |
| 2.1 Description | 7 |
| 2.2 The Manager Dashboard | 7 |
| 2.2.1 Sort Entries on the Dashboard | 8 |
| 2.2.2 Navigate Dashboard Pages | 8 |
| 2.2.3 Enable/Disable Users | 8 |
| 2.3 System Load | 8 |
| 2.4 Change Password | 9 |
| 2.5 Additional System Message | 9 |
| 3. Administration Role | 10 |
| 3.1 Description | 10 |
| 3.2 The Admin Dashboard | 10 |
| 3.2.1 Transformer IP | 11 |
| 3.2.2 Sort Entries on the Dashboard | 11 |
| 3.2.3 Navigate Dashboard Pages | 11 |
| 3.2.4 View User Info | 11 |
| 3.2.5 Enable/Disable Users | 12 |
| 3.3 System Load | 13 |
| 3.4 System Info | 14 |
| 3.4.1 Maximum Number of Active Users | 14 |
| 3.4.2 Long Task Duration Indicator | 14 |
| 3.5 Create User | 15 |
| 3.6 Import Users | 16 |
| 3.7 Change Password | 17 |
| 3.8 Additional System Message | 17 |

1. Overview

1.1 Description

Remote User Management is used to control all aspects of user access to the Go! Remote Production Suite (formerly QTube).

The system supports unlimited user accounts, meaning that every user in an organisation could have a SAM remote access user account, if required.

Any existing named user licenses are converted to concurrent user accounts. Users may log in until all available concurrent access licenses (CAL) have been taken. At which point no further users are allowed to login to the system. To do so, the next user would need to contact the system administrator to see if a licence currently in use may be freed up.

Users have access to any supported software, for example, Go, the Premiere Plugin, QTube Edit or a third party.

CALs are pooled across each cluster of HTTP Transformers.

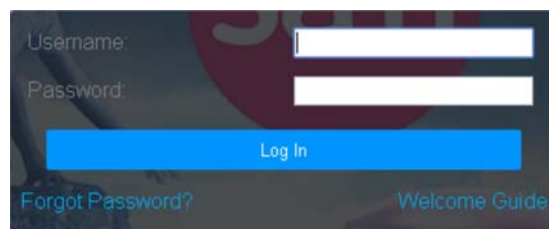
1.1.1 How Users Are Managed

Of the many thousands of user account that could be present, each user can be allowed or prevented from logging in. Thus, there are two main ways users are managed:

- Enable all users to have access to log in, but once the licences are all used up any further users are prevented logging on. They can then request the administrator to free up a CAL by removing the access of a current user. This request may, of course, be denied depending on the priority of tasks.
- Give a number of users guaranteed access. Anyone else will be denied access.

1.2 Log in to the System

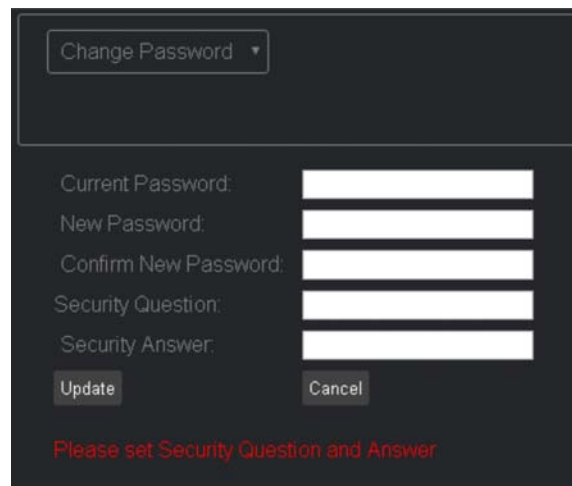
All users must log in to the system with their provided username and password.

A screenshot of a login form. It features two input fields: 'Username:' and 'Password:'. Below these fields is a prominent blue button labeled 'Log In'. At the bottom of the form, there are two links: 'Forgot Password?' on the left and 'Welcome Guide' on the right. The background of the form is dark and slightly blurred.

1. Enter given username.
2. Enter password.
3. Press **Log In** (or press the Return key on the keyboard).



When logging in for the first time, a prompt displays asking for a security question and answer. This question is presented in the instance of forgetting the password. See “Forgotten Password” on page 5.



A screenshot of a 'Change Password' form. At the top, there is a dropdown menu labeled 'Change Password'. Below it, there are five input fields: 'Current Password', 'New Password', 'Confirm New Password', 'Security Question', and 'Security Answer'. At the bottom left is an 'Update' button and at the bottom right is a 'Cancel' button. A red error message at the bottom reads 'Please set Security Question and Answer'.

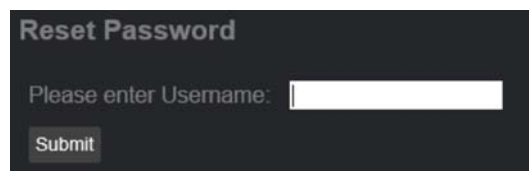
At this point it is advised that the password is also changed.

1. Enter the current password.
2. Enter a new password.
3. Repeat the new password
4. Enter a security question.
5. Enter the answer to the question.
6. Press **Update**.

1.2.1 Forgotten Password

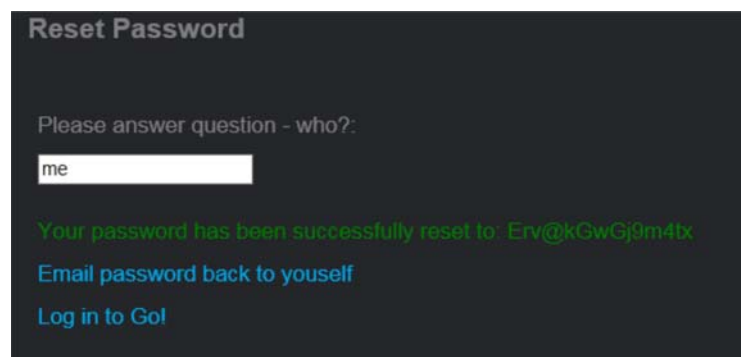
In the event of forgetting a password:

1. Press on **Forgot Password?**
2. Enter username and press **Submit**.



A screenshot of a 'Reset Password' form. The title is 'Reset Password'. Below the title, it says 'Please enter Username:' followed by an input field. At the bottom is a 'Submit' button.

The security question screen displays.



A screenshot of the 'Reset Password' form. The title is 'Reset Password'. Below the title, it says 'Please answer question - who?:' followed by an input field containing the text 'me'. Below the input field, there is a green message: 'Your password has been successfully reset to: Erv@kGwGj9m4tx'. Below that, there are two blue links: 'Email password back to yourself' and 'Log in to Go!'

3. Enter the answer to the question, and press **Submit**.

The new password displays on the screen. Note this new password down, or press on **Email the password back to yourself**.

1.3 System Messages

A user logging on may be declined access to the system, or a user currently online may have their access terminated.

System messages display in the log in dialog indicating the reason for denial or termination of access. If any of the following messages display but access is still required, contact the system administrator.

| Message | Reason |
|--|---|
| "Login failed. Please check your user name and password, and try again." | The user name or password was typed incorrectly. Try again. |
| "Login attempt failed. Maximum number of users are logged in." | All current account licences are in use. Try again later, or contact the administrator. |
| "The administrator has terminated your session." | An administrator or manager has disabled access to the user account while the user is online. This may be to reduce load on the system, or because the user no longer needs access to the system. |
| "Your account has been temporarily disabled to reduce system load. Please contact administrator to enable your account." | Attempted to log back into the system after the account has been terminated. |
| "You are already logged in. If you continue to login, your previous login will be cancelled. Do you wish to continue?" | Each user is restricted to a single login. Attempting to log in from a second machine displays this message. Press Cancel to return to the previous login. Pressing OK terminates the first session and starts a new one on the second machine. |
| "This session has terminated because you have logged in from elsewhere." | In the event of logging in on a second machine the first login is terminated. |
| "Your account has been blocked after several bad login attempts. Please contact administrator to unblock your account." | After 10 unsuccessful login attempts (for example, entering an incorrect password) the user account is blocked. |

2. Media Manager Role

2.1 Description

When logged in with management rights, the following options are available:

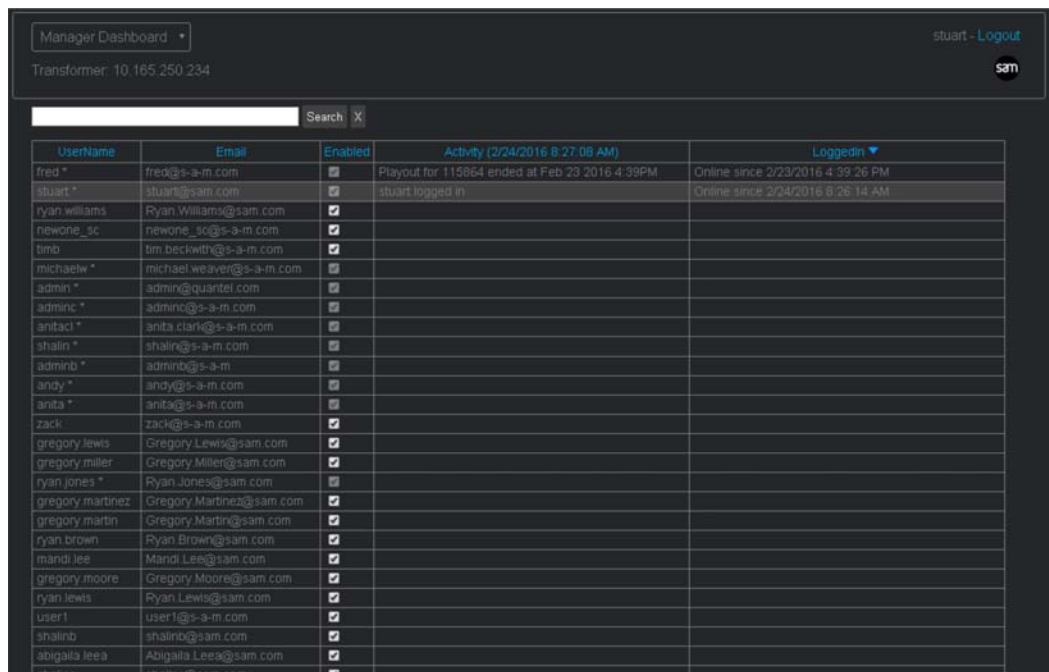
- Manager Dashboard
- System Load
- Go!¹
- Change Password
- User Guide

¹ If the editor role is also selected

2.2 The Manager Dashboard

The Manager Dashboard is used to monitor the activity on the system, and to enable/disable user according to specific requirements.

- Select **Manager Dashboard** from the drop-down list.



The screenshot shows the Manager Dashboard interface. At the top, there is a dropdown menu set to 'Manager Dashboard' and a user profile for 'stuart' with a 'Logout' link. Below this, the system transformer ID '10.165.250.234' is displayed. A search bar is present above a table of users. The table has the following columns: 'UserName', 'Email', 'Enabled', 'Activity (2/24/2016 8:27:06 AM)', and 'Logged in'. The 'Enabled' column contains checkboxes, and the 'Activity' column shows the last activity for each user.

| UserName | Email | Enabled | Activity (2/24/2016 8:27:06 AM) | Logged in |
|------------------|--------------------------|-------------------------------------|---------------------------------|-----------------------------------|
| fred * | fred@s-a-m.com | <input type="checkbox"/> | | Online since 2/23/2016 4:39:26 PM |
| stuart * | stuart@sam.com | <input checked="" type="checkbox"/> | stuart logged in | Online since 2/24/2016 8:26:14 AM |
| ryan.williams | Ryan.Williams@sam.com | <input checked="" type="checkbox"/> | | |
| newone_sc | newone_sc@s-a-m.com | <input checked="" type="checkbox"/> | | |
| timb | tim.beckwith@s-a-m.com | <input checked="" type="checkbox"/> | | |
| michaelw * | michael.weaver@s-a-m.com | <input checked="" type="checkbox"/> | | |
| admin * | admin@quarter.com | <input checked="" type="checkbox"/> | | |
| adminic * | adminic@s-a-m.com | <input checked="" type="checkbox"/> | | |
| anitaci * | anita.clark@s-a-m.com | <input checked="" type="checkbox"/> | | |
| shalin * | shalin@s-a-m.com | <input checked="" type="checkbox"/> | | |
| adminb * | adminb@s-a-m.com | <input checked="" type="checkbox"/> | | |
| andy * | andy@s-a-m.com | <input checked="" type="checkbox"/> | | |
| anita * | anita@s-a-m.com | <input checked="" type="checkbox"/> | | |
| zack | zack@s-a-m.com | <input checked="" type="checkbox"/> | | |
| gregory.lewis | Gregory.Lewis@sam.com | <input checked="" type="checkbox"/> | | |
| gregory.miller | Gregory.Miller@sam.com | <input checked="" type="checkbox"/> | | |
| ryan.jones * | Ryan.Jones@sam.com | <input checked="" type="checkbox"/> | | |
| gregory.martinez | Gregory.Martinez@sam.com | <input checked="" type="checkbox"/> | | |
| gregory.martin | Gregory.Martin@sam.com | <input checked="" type="checkbox"/> | | |
| ryan.brown | Ryan.Brown@sam.com | <input checked="" type="checkbox"/> | | |
| mandi.lee | Mandi.Lee@sam.com | <input checked="" type="checkbox"/> | | |
| gregory.moore | Gregory.Moore@sam.com | <input checked="" type="checkbox"/> | | |
| ryan.lewis | Ryan.Lewis@sam.com | <input checked="" type="checkbox"/> | | |
| user1 | user1@s-a-m.com | <input checked="" type="checkbox"/> | | |
| shalinb | shalinb@sam.com | <input checked="" type="checkbox"/> | | |
| abigaila.leea | Abigaila.Lee@sam.com | <input checked="" type="checkbox"/> | | |
| shalinb | shalinb@sam.com | <input checked="" type="checkbox"/> | | |

The dashboard displays a list of all registered users of the system and their associated email address, enabled status, last activity and login status.

2.2.1 Sort Entries on the Dashboard

The information displayed on the dashboard can be sorted to ensure that the pertinent information is easily available. Each column is sorted in alphabetic or time order according to the information therein.

To sort a column:

- Press on the title at the top of a column.

For example, to place those users that are currently logged in at the top of the list, press on the **LoggedIn** title. The list is sorted according to the time of logging in, showing the first logged in user at the top.

Pressing on a column title for a second time reverses the sort order.



The arrow that displays next to a column title, indicates the column by which the data is currently sorted, and the direction of the sort.

2.2.2 Navigate Dashboard Pages

Use the controls at the bottom of the screen to navigate through the pages of registered users.

2.2.3 Enable/Disable Users

To disable a user, or number of users (perhaps to alleviate the system load) untick the **Enable** box(es) on the relevant user rows. Administrator roles cannot be disabled by a manager.

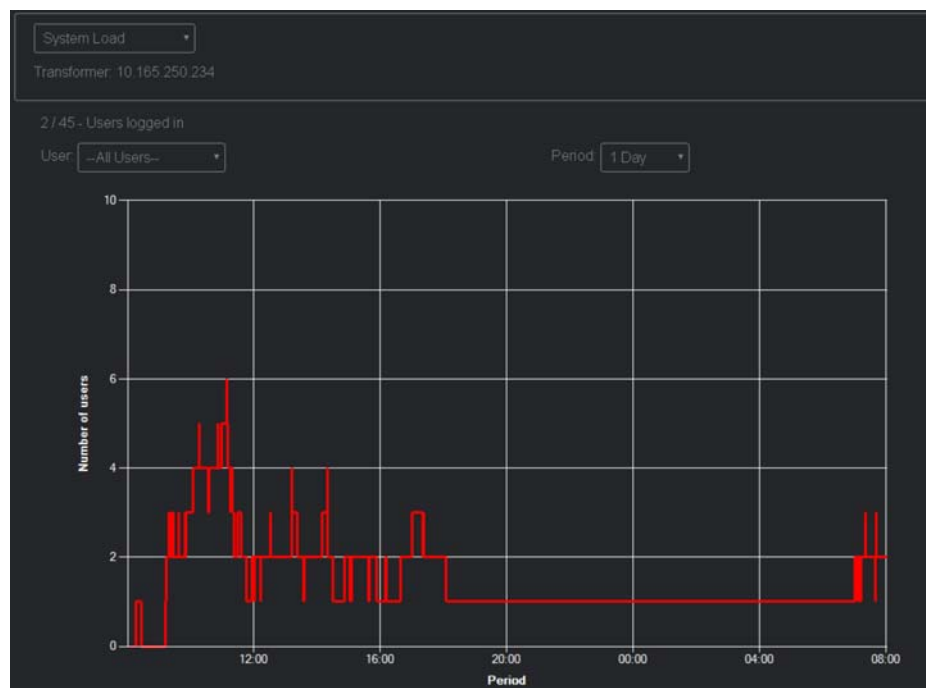
In the case of disabling a user that is currently logged in, a message indicating that the administrator has terminated the session displays on the login dialog for the user.

Tick the **Enable** box to re-enable a user previously disabled.

2.3 System Load

The System Load screen is used to view how heavily the system is used at particular times and by which users.

- Select **System Load** from the drop-down list.



Using a combination of the drop-down lists, refine the view as necessary.

- The drop-down list at the top left allows selection of one or all users.
- The drop-down list at the top right allows the timeline to be set.

The graph shows the number of users online at any one time, and the timeline on the x-axis shows the duration that the system is used with that number of users.

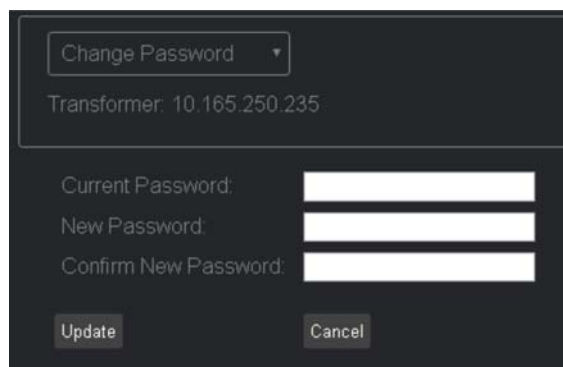
The colour of the graph line is red when viewing all users, and yellow when only one user is selected.

2.4 Change Password

The Change Password screen is used to change the password of the currently logged in manager.

For changing other users passwords see “View User Info” on page 11.

1. Select **Change Password** from the drop-down list.



2. Enter the current password.
3. Type a new password.



The password must contain at least seven characters, one of which must be non-alphanumeric.

4. Retype the new password.
5. Press **Update** to confirm the change.

At any time press **Cancel** to return to the dashboard without changing the password.

2.5 Additional System Message

A manager logging on may be declined access to the system:

| Message | Reason |
|---|--|
| “Login attempt failed. Maximum number of users are logged in. Maximum of 5 admins and managers are also logged in.” | All current account licences are in use, and all additional manager/administrator licences are also in use. Contact the administrator. |

3. Administration Role

3.1 Description

When logged in with administration rights, the following options are available:

- Admin Dashboard
- Manager Dashboard¹
- System Load
- System Info
- Create User
- Import Users
- Go!²
- Change Password
- User Guide

¹ If the manager role is also selected

² If the editor role is also selected

3.2 The Admin Dashboard

The Admin Dashboard is used to monitoring the activity on the system, enable/disable users, edit user roles, reset user passwords and delete users.

- Select **Admin Dashboard** from the drop-down list.

| Username | Email | Enabled | FailedLogins | Activity (2/24/2016 7:44:07 AM) | Loggedin | Editor | Manager | Admin |
|------------------|--------------------------|-------------------------------------|--------------|---|-----------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| fred | fred@s-a-m.com | <input checked="" type="checkbox"/> | OK | Logout for 115864 ended at Feb 23 2016 4:39PM | Online since 2/23/2016 4:39:26 PM | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| newone_sc | newone_sc@s-a-m.com | <input checked="" type="checkbox"/> | OK | newone_sc logged in | Online since 2/24/2016 7:40:16 AM | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| stuart | stuart@sam.com | <input checked="" type="checkbox"/> | OK | stuart logged in | Online since 2/24/2016 7:41:58 AM | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| tmp | tim.beckwith@s-a-m.com | <input checked="" type="checkbox"/> | OK | | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| michaelw | michael.weaver@s-a-m.com | <input checked="" type="checkbox"/> | OK | | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| admin | admin@quantel.com | <input checked="" type="checkbox"/> | OK | | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| admarc | admarc@s-a-m.com | <input checked="" type="checkbox"/> | OK | | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| ryan williams | Ryan.Williams@sam.com | <input checked="" type="checkbox"/> | OK | | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| anitacl | anita.clark@s-a-m.com | <input checked="" type="checkbox"/> | OK | | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| shain | shain@s-a-m.com | <input checked="" type="checkbox"/> | OK | | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| adminb | adminb@s-a-m.com | <input checked="" type="checkbox"/> | OK | | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| andy | andy@s-a-m.com | <input checked="" type="checkbox"/> | OK | | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| anita | anita@s-a-m.com | <input checked="" type="checkbox"/> | OK | | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| zack | zack@s-a-m.com | <input checked="" type="checkbox"/> | OK | | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| gregory lewis | Gregory.Lewis@sam.com | <input checked="" type="checkbox"/> | OK | | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| gregory miller | Gregory.Miller@sam.com | <input checked="" type="checkbox"/> | OK | | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| ryan jones | Ryan.Jones@sam.com | <input checked="" type="checkbox"/> | OK | | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| gregory martinez | Gregory.Martinez@sam.com | <input checked="" type="checkbox"/> | OK | | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| gregory martin | Gregory.Martin@sam.com | <input checked="" type="checkbox"/> | OK | | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| ryan brown | Ryan.Brown@sam.com | <input checked="" type="checkbox"/> | OK | | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| mandi lee | Mandi.Lee@sam.com | <input checked="" type="checkbox"/> | OK | | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| gregory moore | Gregory.Moore@sam.com | <input checked="" type="checkbox"/> | OK | | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| ryan lewis | Ryan.Lewis@sam.com | <input checked="" type="checkbox"/> | OK | | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| user1 | user1@s-a-m.com | <input checked="" type="checkbox"/> | OK | | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| shainb | shainb@sam.com | <input checked="" type="checkbox"/> | OK | | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| abigaila leea | Abigaila.Leea@sam.com | <input checked="" type="checkbox"/> | OK | | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |

The dashboard displays a list of all registered users of the system and their associated email address, enabled status, latest activity and login status.

The latest activity highlights red if a long-running task is ongoing. The elapsed time before the long-running task indicator displays can be changed. See “Long Task Duration Indicator” on page 14.

3.2.1 Transformer IP

The IP address of the current Transformer displays at the top left. Refreshing the screen multiple times cycles through all Transformers on the system. If a Transformer is not displayed when refreshing, there may be a problem with that Transformer.

3.2.2 Sort Entries on the Dashboard

The information displayed on the dashboard can be sorted to ensure that the pertinent information is easily available. Each column is sorted in alphabetic or time order according to the information therein.

To sort a column:

- Press on the title at the top of a column.

For example, to place those users that are currently logged in at the top of the list, press on the **LoggedIn** title. The list is sorted according to the time of logging in, showing the first logged in user at the top.

Pressing on a column title for a second time reverses the sort order.



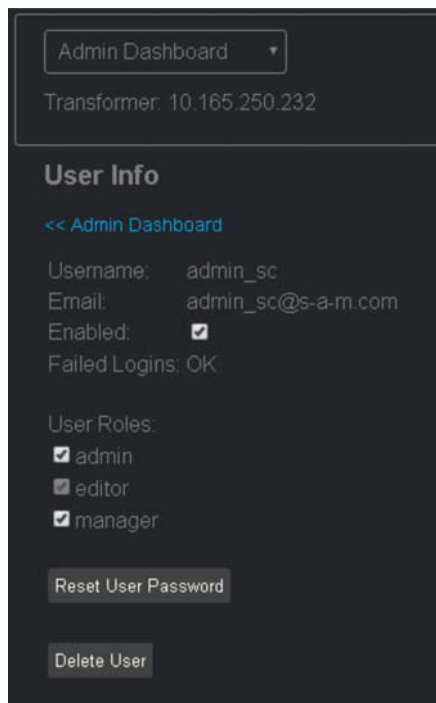
The arrow that displays next to a column title, indicates the column by which the data is currently sorted, and the direction of the sort.

3.2.3 Navigate Dashboard Pages

Use the controls at the bottom of the screen to navigate through the pages of registered users.

3.2.4 View User Info

Press on a name in the **UserName** column to view the User Info screen for that user.



From this window the following actions can be performed:

- Enable/disable user
- Edit user roles
- Reset a user password
- Delete a user

To return to the Admin Dashboard press << **Admin Dashboard** at the top of User Info.

3.2.4.1 Enable/Disable User

The **Enabled** tick box defines whether the user can have access or not. If the box is unticked the user cannot log into the system, and the appropriate system message displays on the login dialog. See “System Messages” on page 6.

To enable or disable multiple users at the same time, see “Enable/Disable Users” on page 12.

3.2.4.2 Edit User Roles

User roles are usually defined when creating the user account. However, there may be reasons to change these either temporarily or permanently using the tick boxes.

3.2.4.3 Reset User Password

If a user cannot change their own password, they will contact the Administrator to reset it on their behalf.

1. Press **Reset User Password**.
2. Enter the user name of the account to be reset.
3. Confirm the action by pressing **Yes** in the dialog box that displays, or **No** to cancel.
4. Inform the user of the new password.

3.2.4.4 Delete User

To delete the current user:

1. Press **Delete**.
2. Confirm the action by pressing **Yes** in the dialog box that displays, or **No** to cancel.

3.2.5 Enable/Disable Users

To disable a user, or number of users (perhaps to alleviate the system load) untick the **Enable** box(es) on the relevant row of the dashboard.

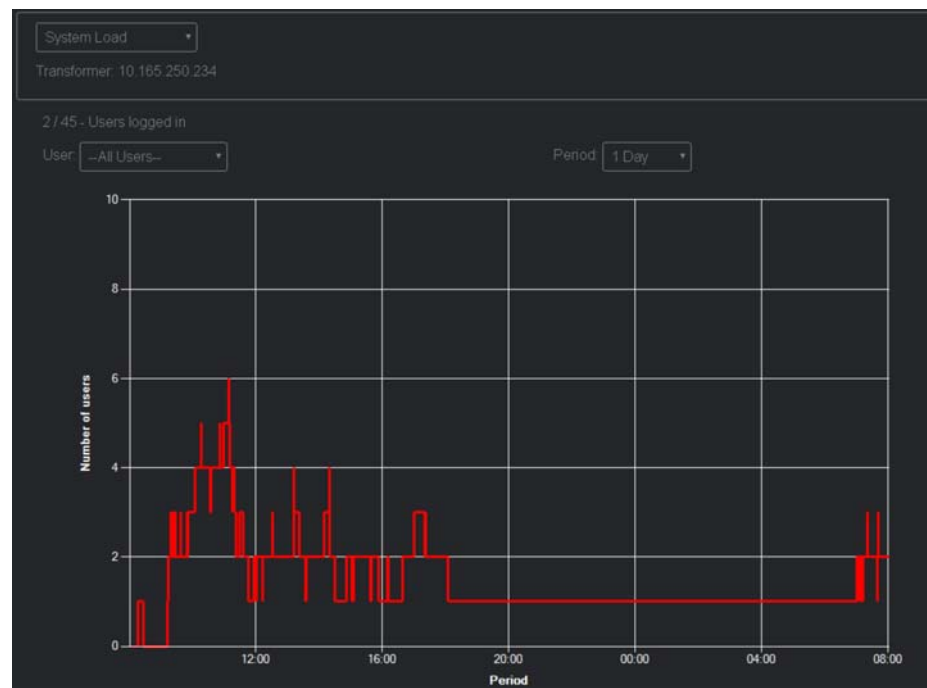
In the case of disabling a user that is currently logged in, a system message indicating that the administrator has terminated the session displays on the login dialog for the user. See “System Messages” on page 6.

Tick the **Enable** box to re-enable a user previously disabled.

3.3 System Load

The System Load screen is used to view how heavily the system is used at particular times and by which users.

- Select **System Load** from the drop-down list.



Using a combination of the drop-down lists, refine the view as necessary.

- The drop-down list at the top left allows selection of one or all users.
- The drop-down list at the top right allows the timeline to be set.

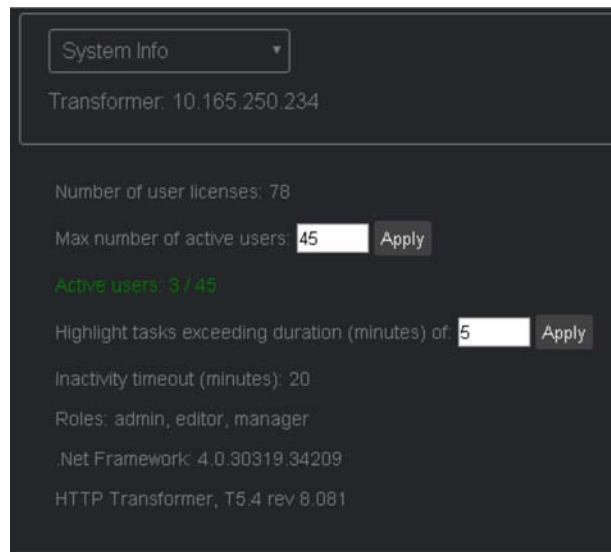
The graph shows the number of users online at any one time, and the timeline on the x-axis shows the duration that the system is used with that number of users.

The colour of the graph line is red when viewing all users, and yellow when only one user is selected.

3.4 System Info

The System Info screen displays information about the system parameters and allows system settings to be changed.

- Select **System Info** from the drop-down list.



The screenshot shows a dark-themed interface for the System Info screen. At the top, there is a dropdown menu labeled "System Info". Below it, the text "Transformer: 10.165.250.234" is displayed. The main content area lists several system parameters and settings:

- Number of user licenses: 78
- Max number of active users: 45 (with an "Apply" button)
- Active users: 3 / 45
- Highlight tasks exceeding duration (minutes) of: 5 (with an "Apply" button)
- Inactivity timeout (minutes): 20
- Roles: admin, editor, manager
- .Net Framework: 4.0.30319.34209
- HTTP Transformer, T5.4 rev 8.081

3.4.1 Maximum Number of Active Users

To change the maximum number of concurrently active users permitted on the system:

1. Delete the number in the **Max number of active users:** field.
2. Enter a new maximum number of users.



The number of users cannot exceed the number of available user licenses.

3. Press **Apply**.

3.4.2 Long Task Duration Indicator

To change the time elapsed before a task is highlighted as being a long-running task:

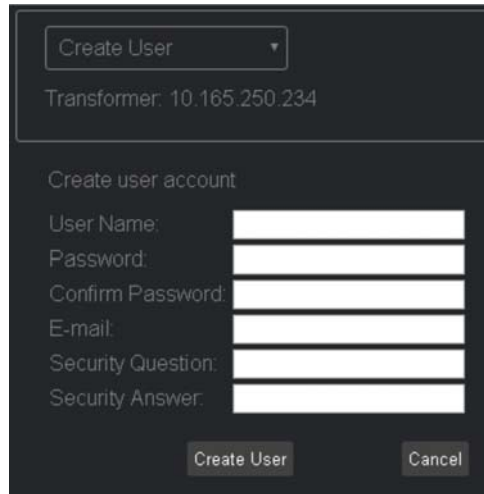
1. Delete the number in the **Long task flag duration (minutes):** field
2. Enter a new duration.
3. Press **Apply**.

3.5 Create User

Multiple users may be created by importing names from a company email list. See “Import Users” on page 16.

To create an individual user:

1. Select **Create User** from the drop-down list.



2. Enter a user name.



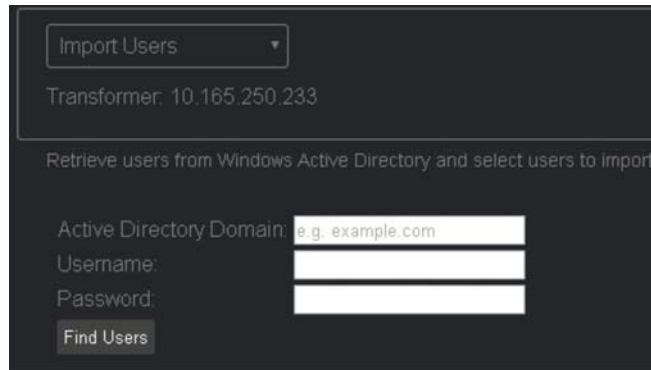
The user name is converted to all lowercase when generated.

3. Define a password. This is case-sensitive.
4. Re-enter the password.
5. Type the email address (this is used to notify the user in the case of the password being reset).
6. Enter a security question.
7. Enter the answer to the security question.
8. Press **Create User**.

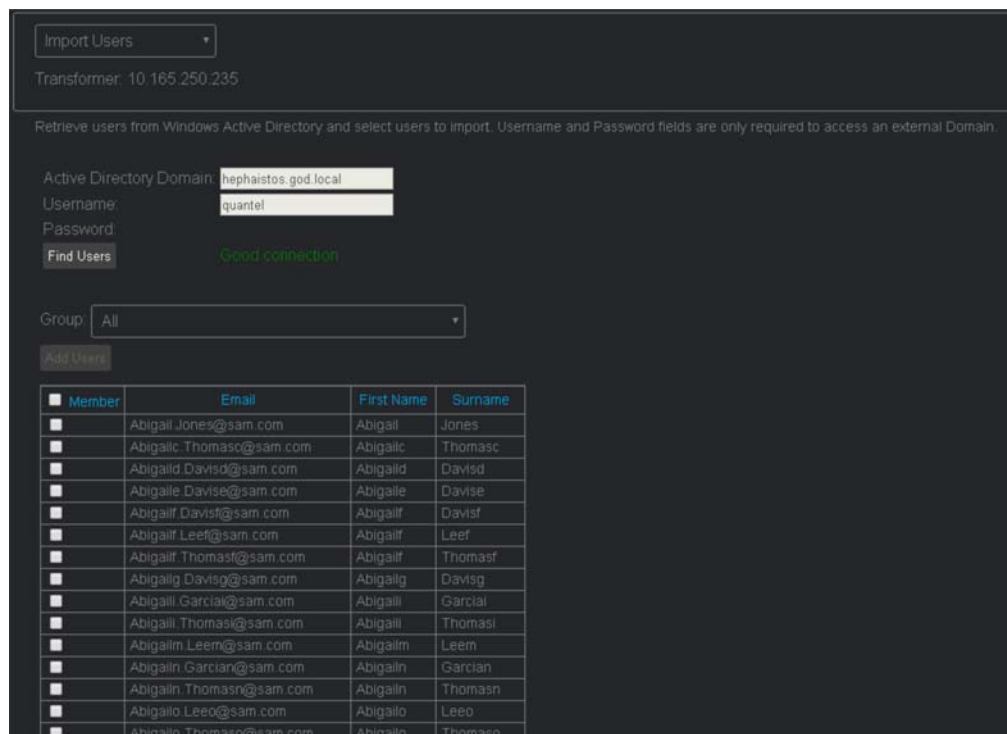
3.6 Import Users

To create multiple users from an existing email list.

1. Select **Import Users** from the drop-down list.



2. Enter the domain name of the Windows Active Directory from where the users are to be imported.
3. Enter the username required to access that domain.
4. Enter the password.
5. Press **Find Users**. A list of all users in the domain display.



6. Use the Group drop-down box to filter the list, by department for example, if required.
7. Select the required users to add, by ticking the relevant tick boxes.
8. Press **Add Users**.
9. Confirm the action by pressing **Yes** in the dialog box that displays, or **No** to cancel.

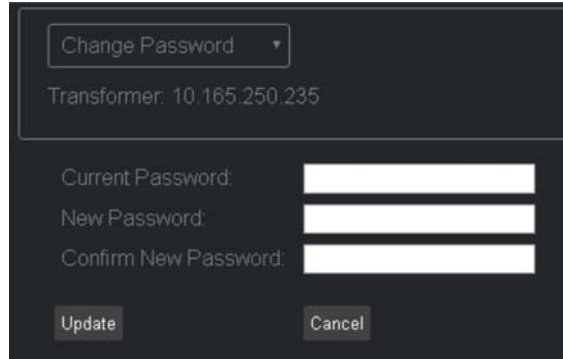
Imported users are given a default password of "p@ssword". However, on logging in for the first time, a prompt for defining a security question displays, and at this time the password can be changed.

3.7 Change Password

The Change Password screen is used to change the password of the currently logged in administrator.

For changing other users passwords see “View User Info” on page 11.

- Select **Change Password** from the drop-down list.



1. Enter the current password.
2. Type a new password.



The password must contain at least seven characters, one of which must be non-alphanumeric.

3. Retype the new password.
4. Press **Update** to confirm the change.

At any time press **Cancel** to return to the dashboard without changing the password.

3.8 Additional System Message

An administrator logging on may be declined access to the system:

| Message | Reason |
|---|---|
| “Login attempt failed. Maximum number of users are logged in. Maximum of 5 admins and managers are also logged in.” | All current account licences are in use, and all additional manager/administrator licences are also in use. |