

# Create a New User

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## Overview

Every individual you want to access your Resolver environment requires a user account. A user with Administrator privileges can add user accounts to Resolver. When a user account is created, an Administrator must assign each user-to-user groups for the user to access the Resolver environment. Only Administrators can add users to the system.

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## User Account Requirements

The user account you use to log into Resolver must have Administrator or advanced permissions to access the **User Management** screen.

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## Related Information/Setup

For more information regarding Administrative user privileges, please see the [Administrator Overview](#) article.

For more information on adding a user to a user group, please see the [Adding a User to a User Group](#) article.

For more information on using an alternate language setting, please see the [Languages Overview](#) article.

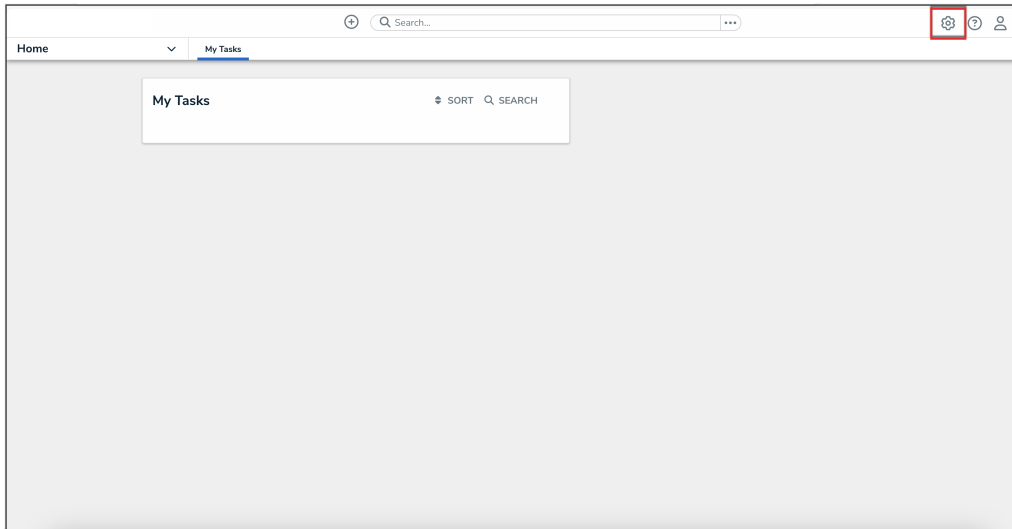
For Orgs that have Data Warehouse enabled, please see the [Access Your Data Warehouse Settings](#) article.

For password requirements, please see the [Password Requirements](#) article.

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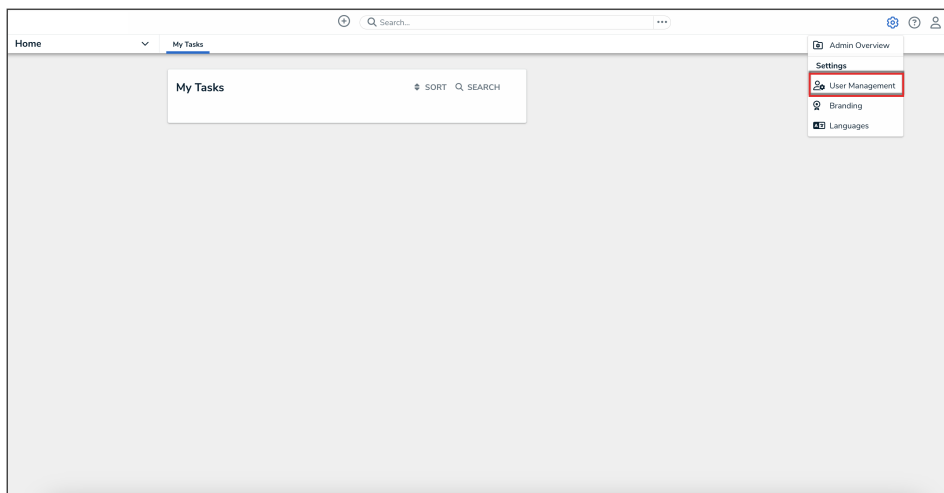
## Navigation

1. From the **Home** screen, click the **Administration** icon.



*Administration Icon*

2. From the **Administrator Settings** menu, click **User Management**.

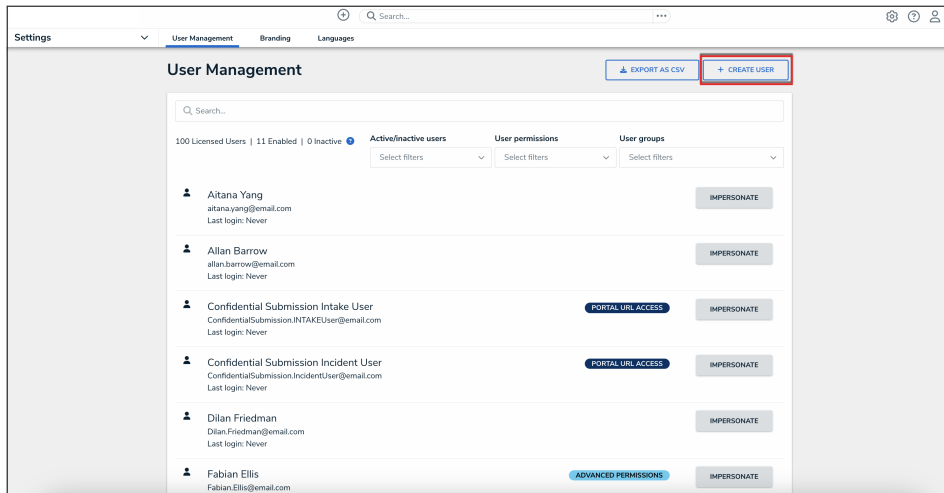


*Administrator Settings Menu*

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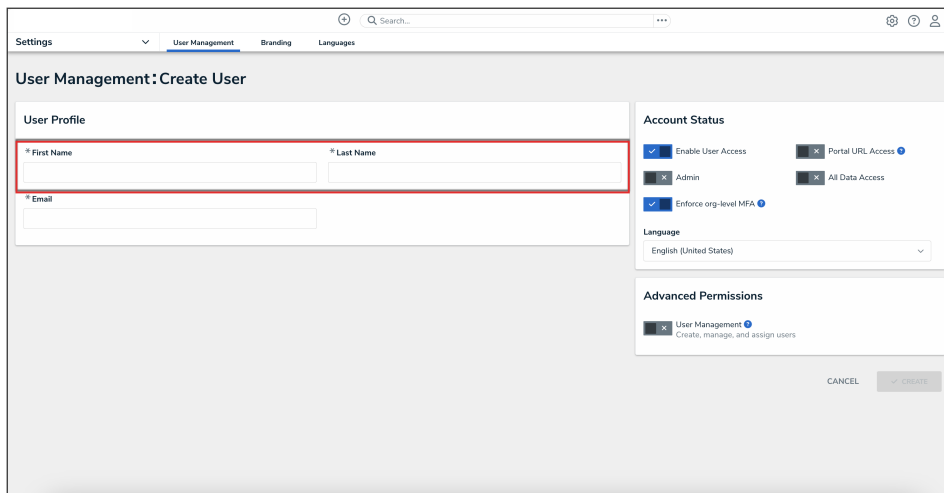
## Creating a New User

1. From the **User Management** screen, click the **Create User** button.



*Create User Button*

2. Enter the user's name in the **First Name** and **Last Name** fields.



*First and Last Name Fields*

3. Enter the user's email address in the **Email** field. The email address is used to:

- Receive the Resolver sign-up email containing instructions on creating a new password and signing into Resolver.
- Authenticate the user when logging in to Resolver.

The screenshot shows the 'User Management: Create User' interface. The 'User Profile' section contains fields for '\* First Name', '\* Last Name', and '\* Email'. The '\* Email' field is highlighted with a red border. The 'Account Status' section includes toggle switches for 'Enable User Access' (checked), 'Portal URL Access' (unchecked), 'Admin' (unchecked), and 'All Data Access' (unchecked). There is also a checked toggle for 'Enforce org-level MFA'. A 'Language' dropdown is set to 'English (United States)'. The 'Advanced Permissions' section shows a checked toggle for 'User Management' with the description 'Create, manage, and assign users'. At the bottom right, there are 'CANCEL' and 'CREATE' buttons.

*Email Field*

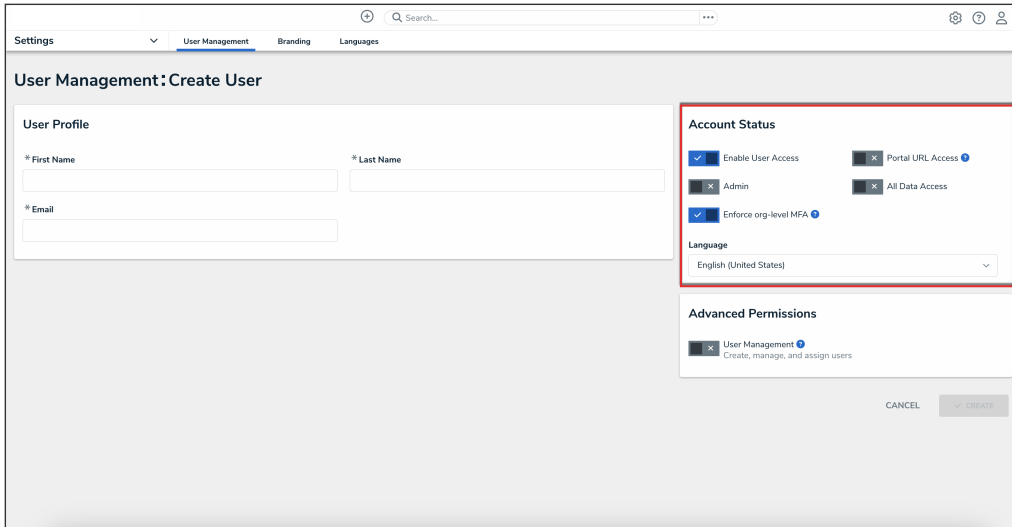
4. **(Optional):** The following toggle switches are options settings and can give users absolute access or visibility in the system:

- **Enable User Access:** Click the **Enable User Access** toggle switch to deactivate the user account. By default, the user account is enabled.
- **Portal URL Access:** Click the **Portal URL Access** toggle switch to grant the user account access only to the Portal URL.
  - When you click the **Portal URL Access** toggle switch, the **Admin, All Data Access, Enforce Org Level MFA**, and **Advanced Permission** toggle switches will automatically be disabled.
- **Admin:** The Admin toggle switch gives users Administrative privileges with the potential to cause irreparable system damage.
- **All Data Access:** The All Access toggle switch allows Users to view, edit, and delete Objects and Object Types. The **All Data Access** toggle switch overrides Object Type Workflow permissions.



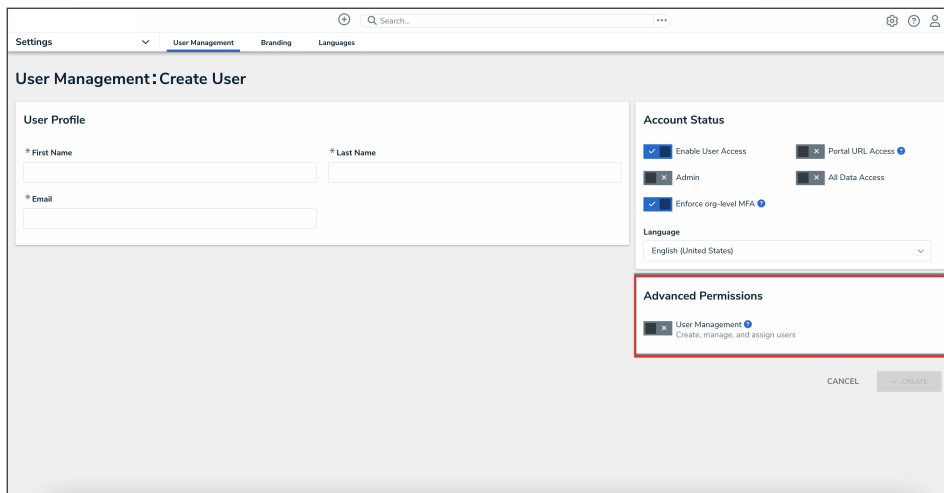
**Warning:**

Resolver recommends not enabling the **Admin** or **All Access** toggle switches on for new user accounts.



*Optional Toggle Switches*

5. **(Optional):** Select a language from the **Language** field dropdown menu to change the system's language setting. Before you can set an alternate language setting, an Administrator needs to download a Languages .csv file from the system, map language translations to the user interface text, and upload the .csv file for use within Resolver.
6. **(Optional):** Click the User **Management** toggle switch under the **Advanced Permissions** section to grant the user advanced permissions. Please see the [Assigning Advanced Permissions to a User](#) article for adding advanced permissions to a user.



*Advanced Permissions*

7. Click the **Create** button to create the new user account.

Settings ▼ User Management Branding Languages 🔍 Search... ⚙️ 👤

### User Management: Create User

**User Profile**

\* First Name

\* Last Name

\* Email

**Account Status**

Enable User Access  Portal URL Access 🔗

Admin  All Data Access

Enforce org-level MFA 🔗

**Language**

English (United States) ▼

**Advanced Permissions**

User Management 🔗  
Create, manage, and assign users

CANCEL

*Create Button*