

# Create a New User

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## Overview

Every individual you want to access your Resolver environment requires a user account. An Administrator can create user accounts in Resolver. When a user account is created, that user must be assigned to user group and/or roles.



**Note:**

If you are a **User Management** or **Settings Management** advanced permissions creating a new user, please refer to the [Create a New User as an Advanced Permissions User](#) article.

## User Account Requirements

The user account you use to log into Resolver must have Administrator or the **User Management** or **Settings Management** advanced permissions to create a new user. If you are an advanced permissions user, please refer to the [Create a New User as an Advanced Permissions User](#) article.

## Related Information/Setup

For more information regarding Administrator 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.

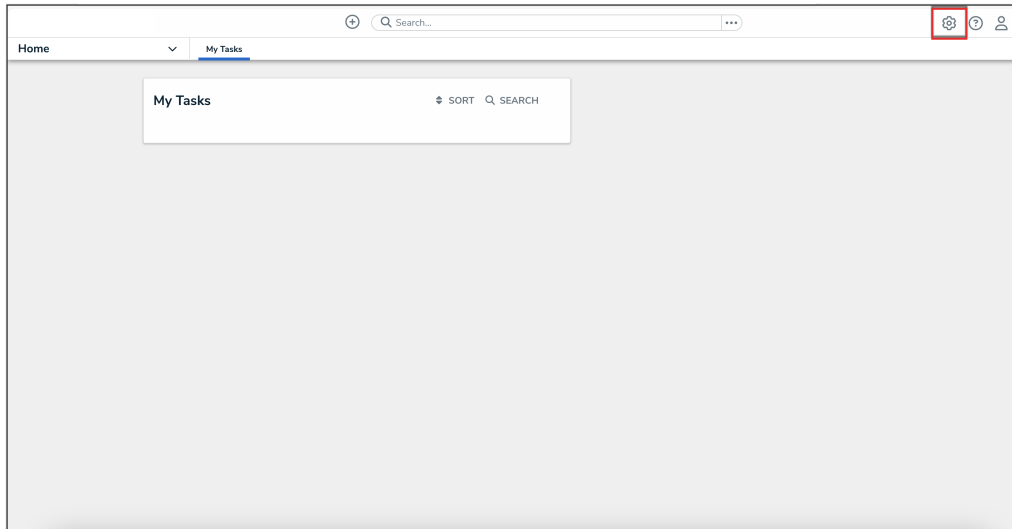
For more information on adding advanced permissions to a user, please see the [Assigning Advanced Permissions to a User](#) article.

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.

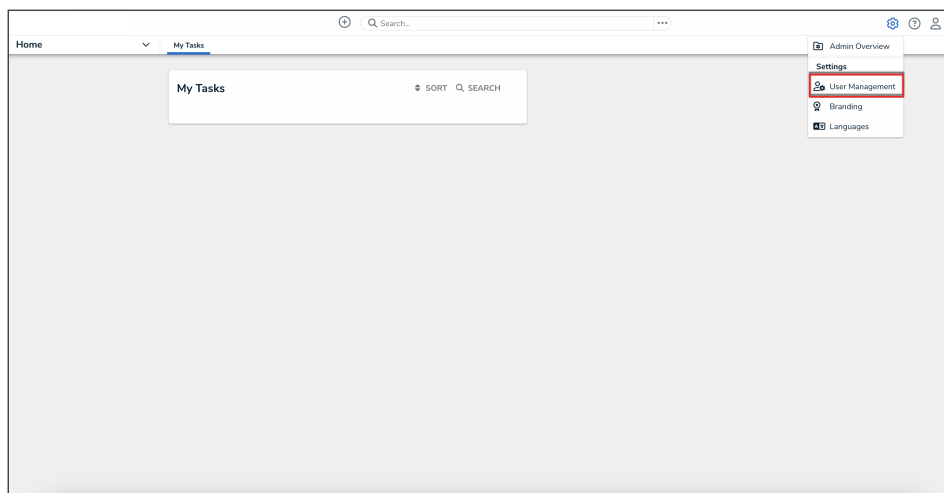
## Navigation

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



*Administration Icon*

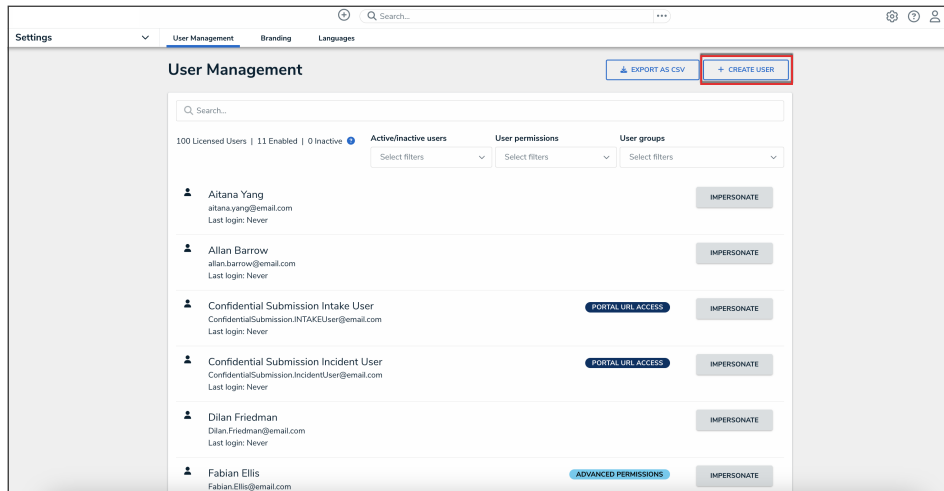
2. From the **Administrator Settings** menu, click **User Management**.



*Administrator Settings Menu*

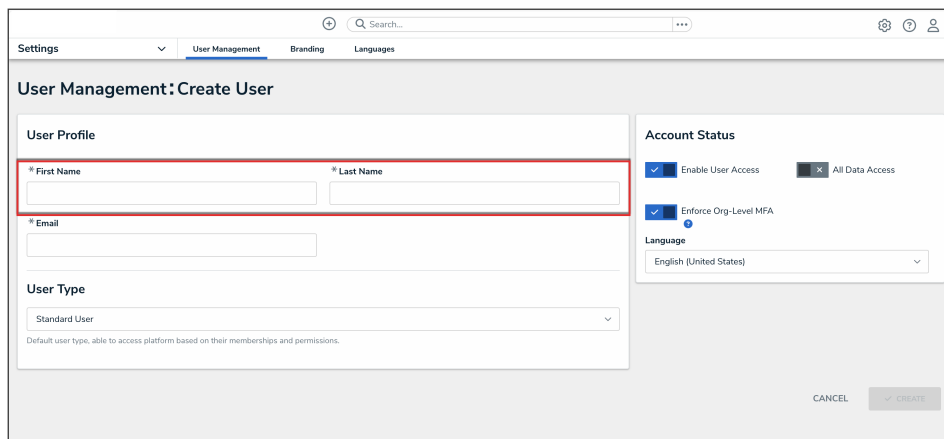
## Creating a New User

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' form. The 'User Profile' section contains fields for '\* First Name', '\* Last Name', and '\* Email'. The '\* Email' field is highlighted with a red border. The 'User Type' dropdown is set to 'Standard User'. The 'Account Status' section includes checkboxes for 'Enable User Access' (checked), 'All Data Access' (unchecked), and 'Enforce Org-Level MFA' (checked). The 'Language' dropdown is set to 'English (United States)'. 'CANCEL' and 'CREATE' buttons are at the bottom right.

*Email Field*

4. From the **User Type** drop-down menu, select one of the following user types for the user:
- **Standard User:** The default user type, standard users are granted access to parts of Resolver based on their memberships and permissions. A user must be a **Standard User** to be granted advanced permissions. For more information on advanced permissions, please refer to the [Assigning Advanced Permissions to a User](#) article
  - **Administrator:** This user type provides system administrative rights, and the ability to access the **Admin Overview** screen and the **Administrator Settings** menu.
  - **Portal URL User:** This user type enables users to be assigned to Portal URLs, and the ability to authenticate access to assigned Portals.

The screenshot shows the 'User Management: Create User' form with the 'User Type' dropdown menu open. The dropdown lists three options: 'Standard User' (selected), 'Administrator', and 'Portal URL User'. Each option has a brief description below it. The 'Standard User' description is: 'Default user type, able to access platform based on their memberships and permissions.' The 'Administrator' description is: 'Provides system administrative rights, able to access the Admin Overview and Settings tasks.' The 'Portal URL User' description is: 'Enables users to be assigned to Portal URLs, able to authenticate access to assigned Portals.' The 'Account Status' and 'Language' sections are visible on the right side of the form.

*User Type Drop-down*



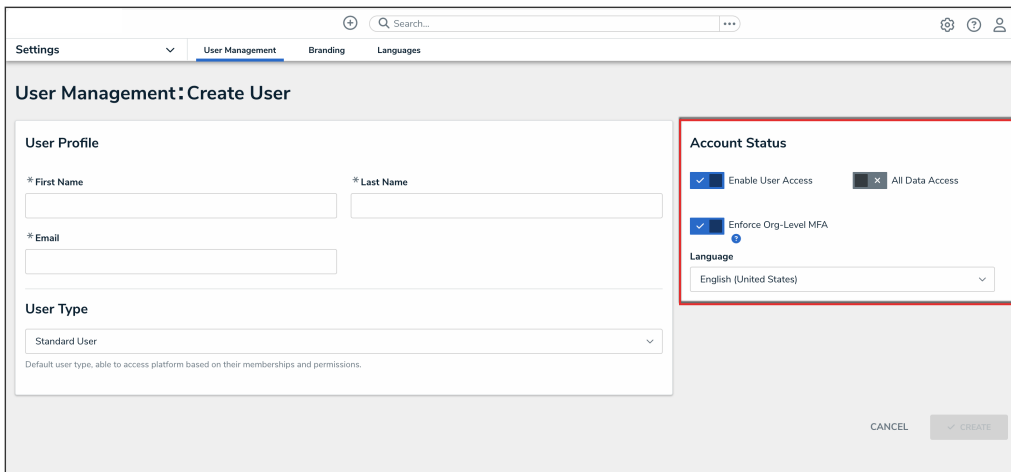
**Note:**

The options displayed in the **Account Status** section and **User Memberships** cards will change based on the user type selected.

5. **(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.
- **All Data Access:** The **All Data Access** toggle switch allows users to view, edit, and delete objects. The **All Data Access** toggle switch overrides object type workflow permissions.

**Note:** Resolver recommends not enabling the **All Data Access** toggle switch for new user accounts.



*Account Status Toggle Switches*

5. **(Optional):** Select a language from the **Language** field drop-down 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. 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:

**User Type**

Default user type, able to access platform based on their memberships and permissions.

**Account Status**

Enable User Access  All Data Access

Enforce Org-Level MFA

**Language**

CANCEL

*Create Button*