Add a User to a User Group

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Overview

User groups control the data users and system applications a user can access. Assigning a user to a user group allows the user access to the data connected to the user group.

If your organization is using Lightweight Direct Access Protocol (LDAP), you must use LDAP to add and remove users from user groups. Any users added or removed from a user group within Resolver will be reverted to a state before the change during the next LDAP sync.

User Account Requirements

Your user account must have Administrator privileges to add a user to a user group.

Required Information/Setup

You will need to create a new user before you can add a user to a user group. Please follow the link below for instructions on how to create a new user or create a new Dispatch user:
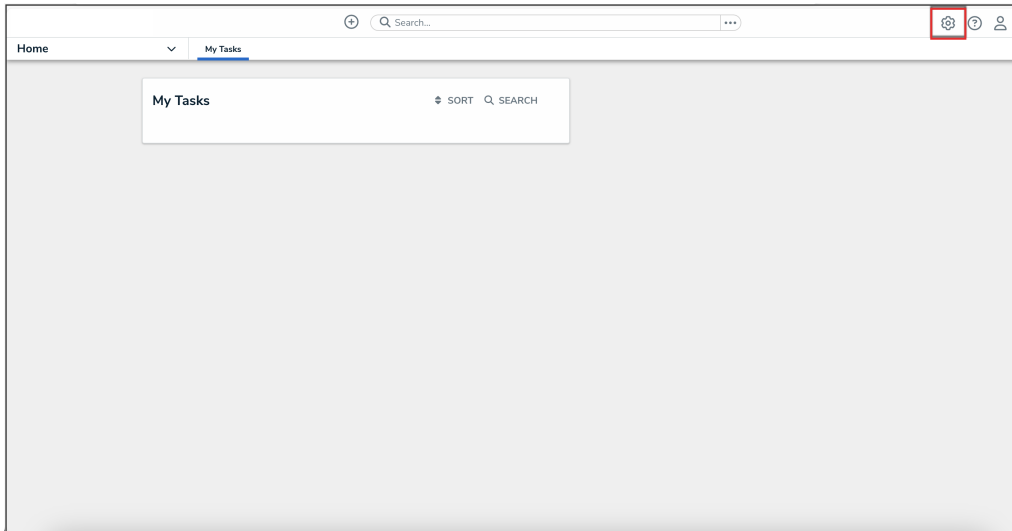
- Create a New User
- Create a New Dispatch User

You will also need to log into Resolver to add a user to a user group. Please follow the link below for instructions on how to log into Resolver:
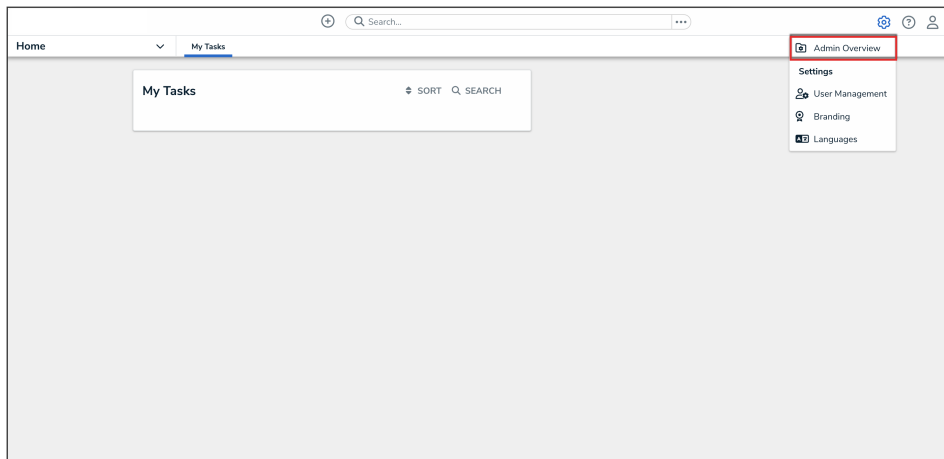
- Logging In

Navigation

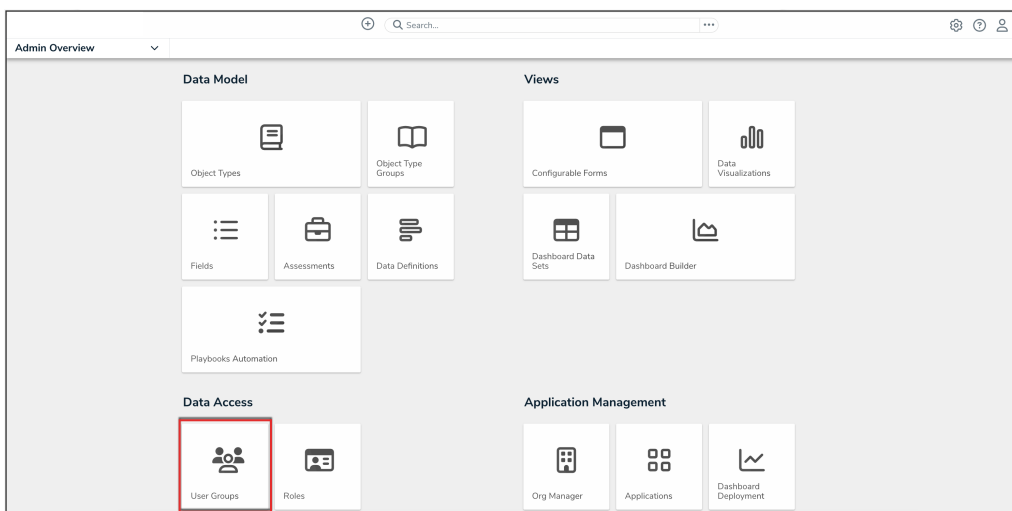1. From the **Home** screen, click the **Administration** icon.

Administration Icon

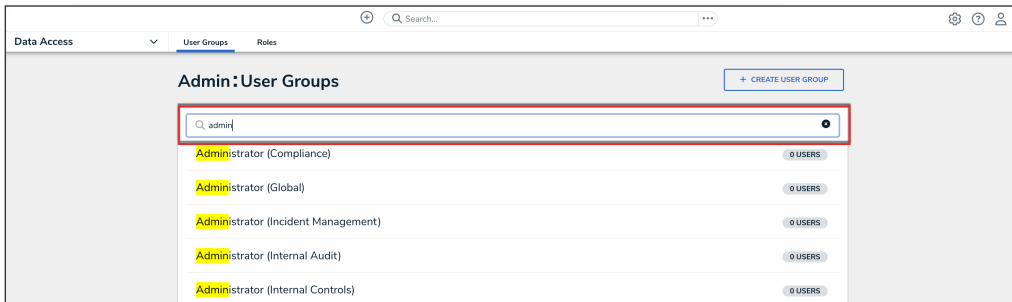2. From the **Administrator settings** menu, click **Admin Overview**.

Administrator Settings Menu

3. From the **Admin Overview** screen, click the **User Groups** tile under the **Data Access** section.

4. From the **User Groups** screen, enter a user group name or keyword in the **Search** field.


User Groups Screen

💡 **Tip:**
You can tell how many users are assigned to a user group on the user group screen by referring to the number on the right side of a user group column.

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5. Click the name of the user group that you want to add a user to.

Adding a User to a User Group

1. From the **Edit User Group** screen, enter a user's name in the **Users** field and click the user's name from the drop-down list. Continue adding more users as required.
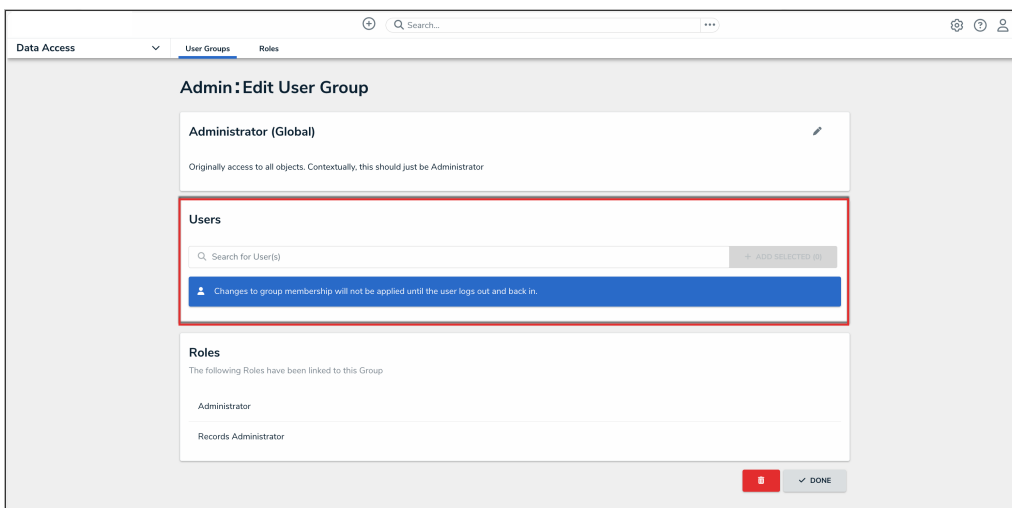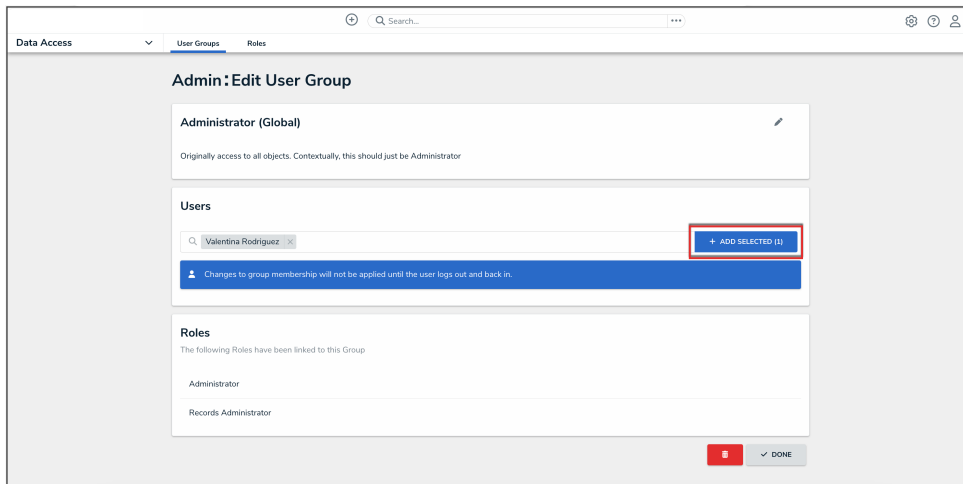

Users Field

ⓘ **Note:**
Users can be assigned to more than one user group at a time.

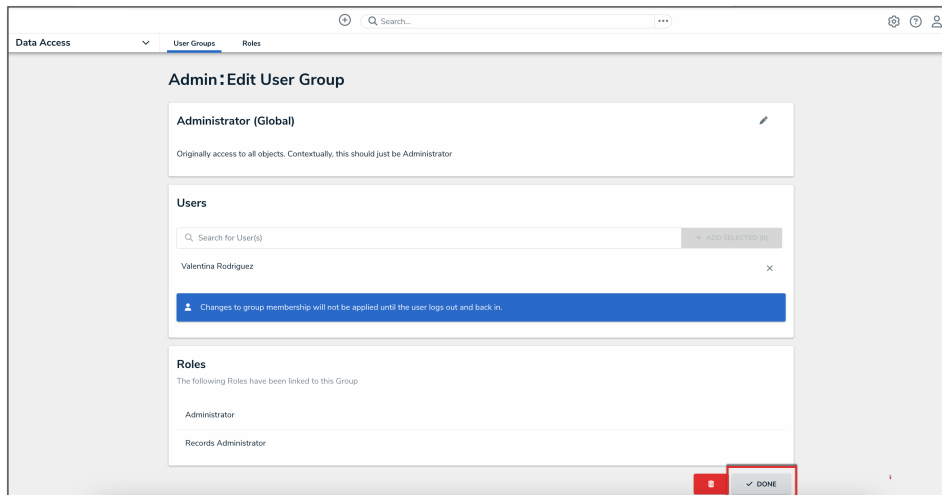2. Click the **Add Selected** button to add the selected user to the user group.

Add Selected Button

> **Note:**
> Users who are logged in at the time they are added to or removed from a user group will need to log out and then log back in before the changes are applied.

3. Click the **Done** button to save your changes.

Done Button