

Create a New User

Last Modified on 02/18/2025 4:30 pm EST

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.

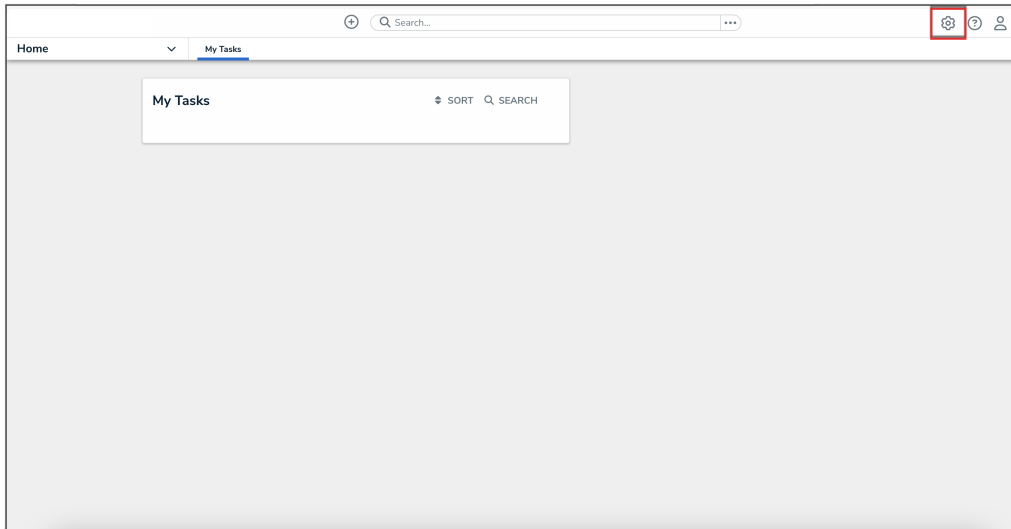
For more information on adding advanced permissions to a user, please see the [Assigning Advanced Permissions to a User](#) article.

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.

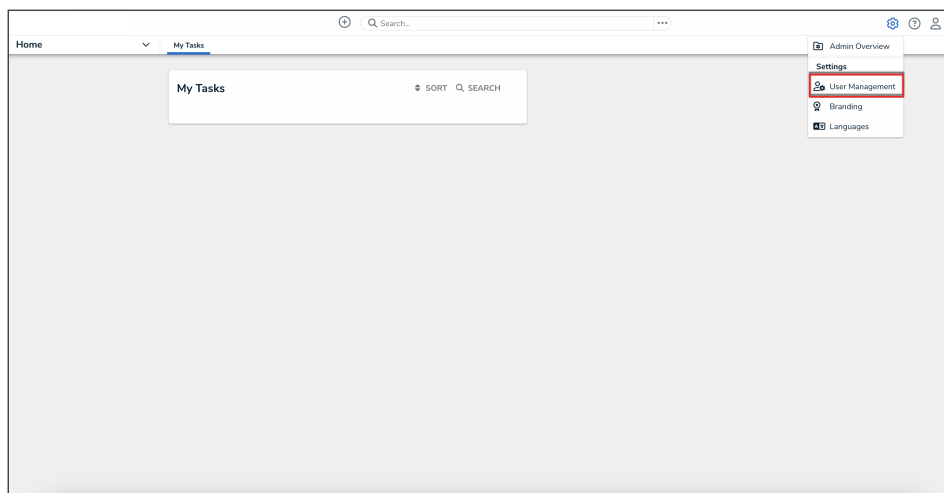
Navigation

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



Administration Icon

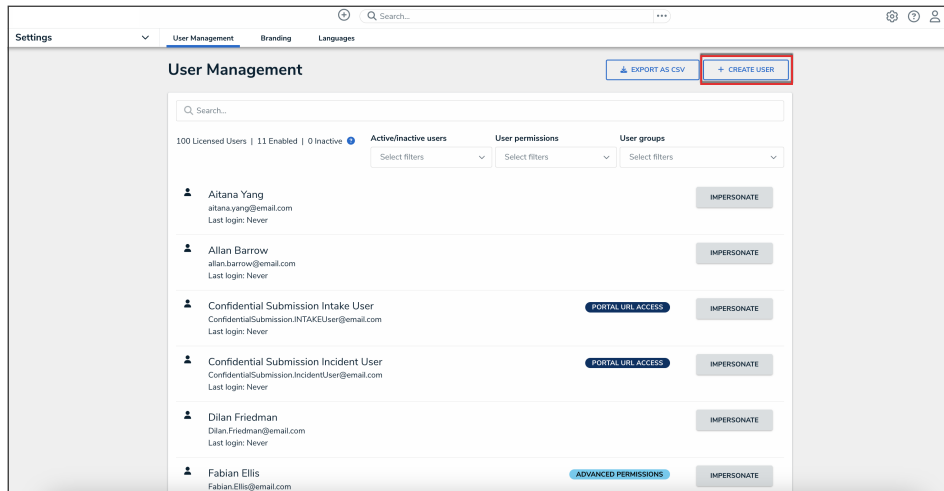
2. From the **Administrator Settings** menu, click **User Management**.



Administrator Settings Menu

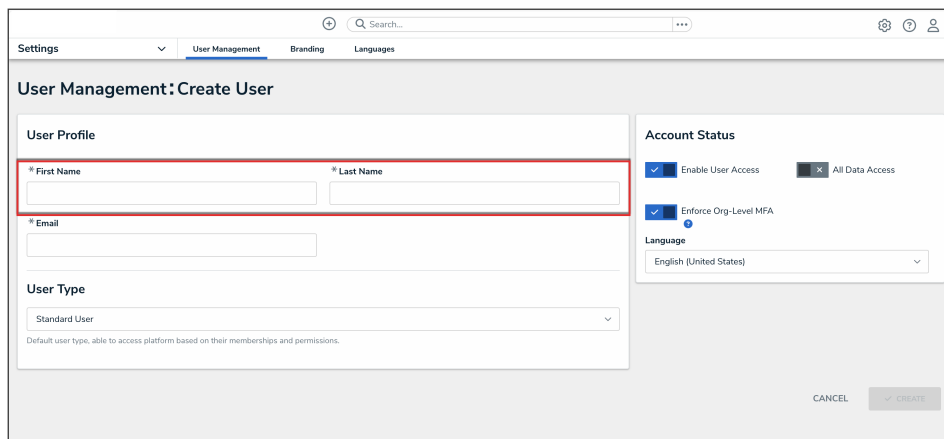
Creating a New User

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