

Managing Portal URL Membership

Last Modified on 01/23/2025 9:55 am EST

Overview

Administrators can select which Portal URL to grant a **Portal URL User** access to in Resolver.

User Account Requirements

The user must have Administrator permissions to manage Portal URL Access users.

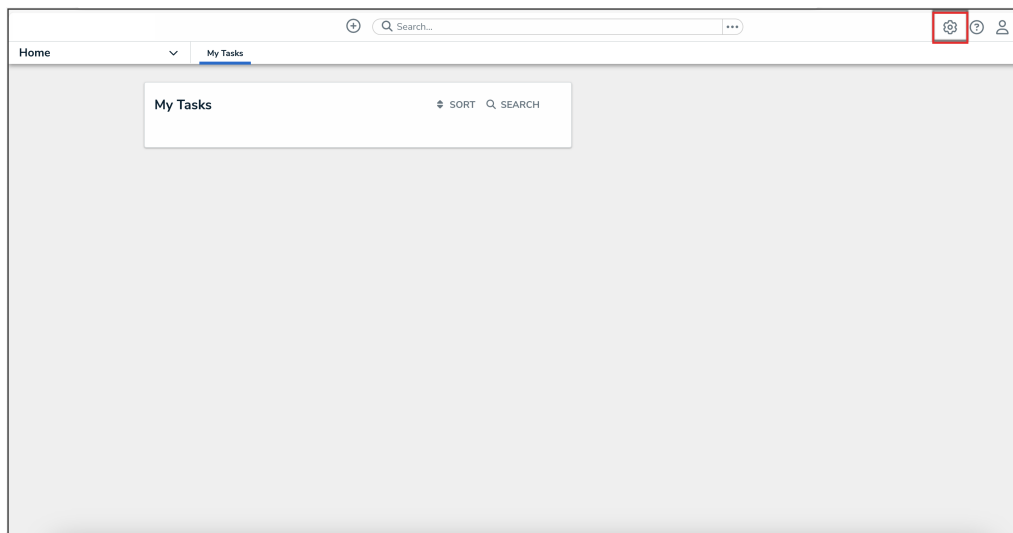
Related Information/Setup

Please refer to the [Portal URL Settings](#) section for more information on using a Portal URL in Resolver.

Please refer to the [Create a New User](#) and the [Edit a User](#) articles for more information on creating and editing **Portal URL Users**.

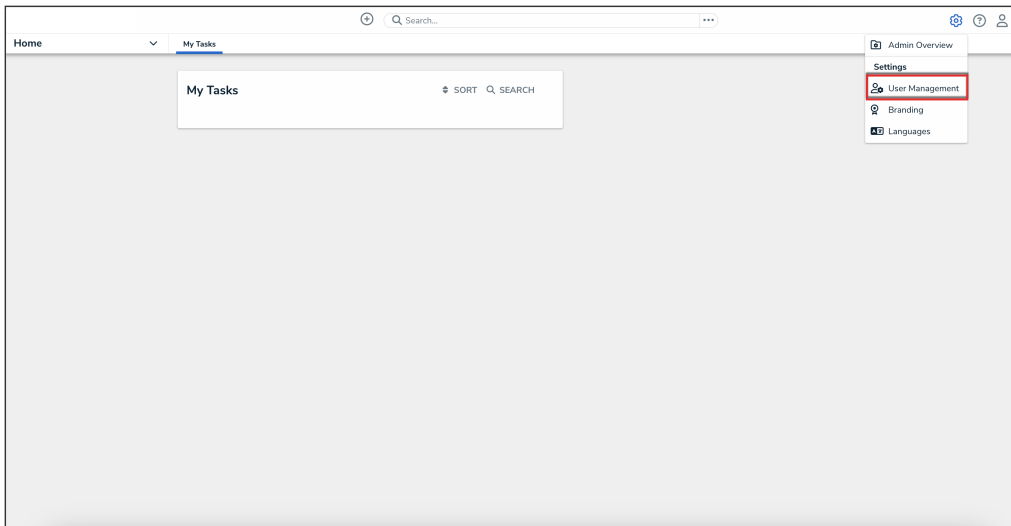
Navigation

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



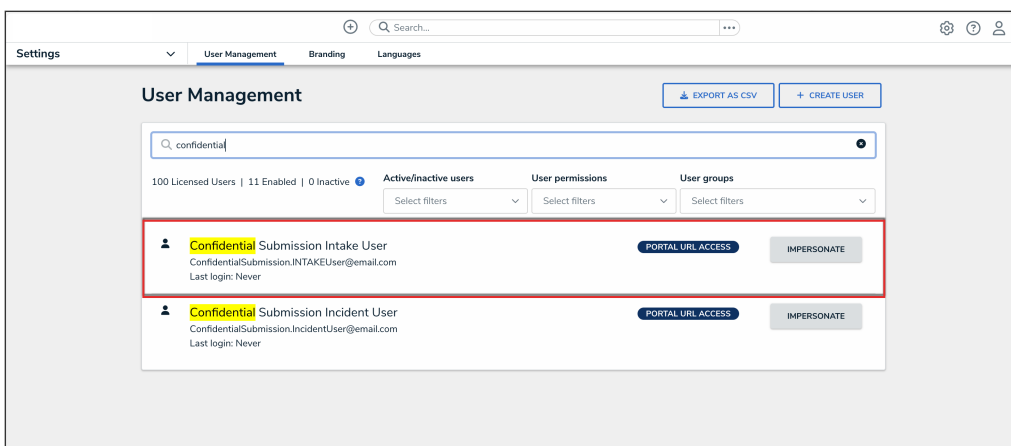
Administration Icon

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



Administrator Settings Menu

3. Enter a user's name in the **Search** field to narrow the search results.
4. Click the name of the **Portal URL User** you want to edit.



User Name

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From the **Edit User** screen, the **Portal URL** tab in the **User Memberships** card shows which Portal URL a **Portal URL User** is assigned to.



Note:

Please ensure that the user is a **Portal URL User** type in order to add them to a Portal URL.

1. To add a user to a Portal URL, in the **Portal URLs** tab in the **User Memberships** card, select the Portal URL from the **Select which Portal URL(s) this user is a member**

of drop-down.

The screenshot shows the 'User Management' section of the Resolver interface. The 'User Profile' section includes fields for First Name (Confidential Submission), Last Name (Incident User), and Email (ConfidentialSubmission.IncidentUser@email.com). The 'User Type' is set to 'Portal URL User'. The 'User Memberships' section is highlighted with a red box and contains a tab for 'Portal URLs (1)'. Below this, there is a dropdown menu labeled 'Select which Portal URL(s) this user is a member of' with the option 'Confidential Submission - Incident' selected. A '+ ADD' button is visible to the right of the dropdown. The 'Account Status' section on the right shows 'Enable User Access' checked and 'Language' set to 'English (United States)'. A red 'X' icon and a 'DONE' button are at the bottom right.

Select Which Portal URL(s) This User is a Member of Drop-down

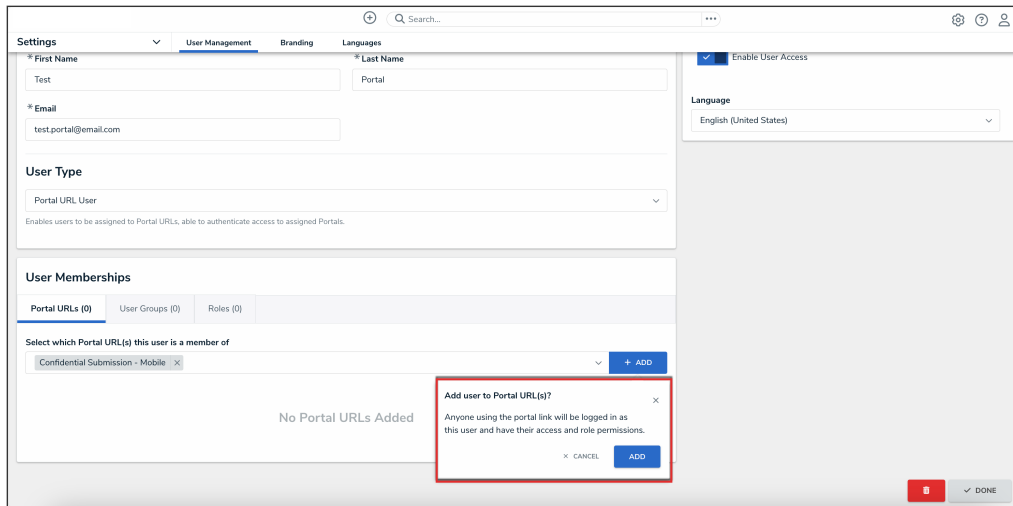
2. Click the **Add** button to add that user to the selected Portal URL.

This screenshot is identical to the previous one, but the '+ ADD' button in the 'User Memberships' section is highlighted with a red box. The dropdown menu now shows 'Confidential Submission - Intake' selected, and the list below it contains 'Confidential Submission - Incident'.

Add Button

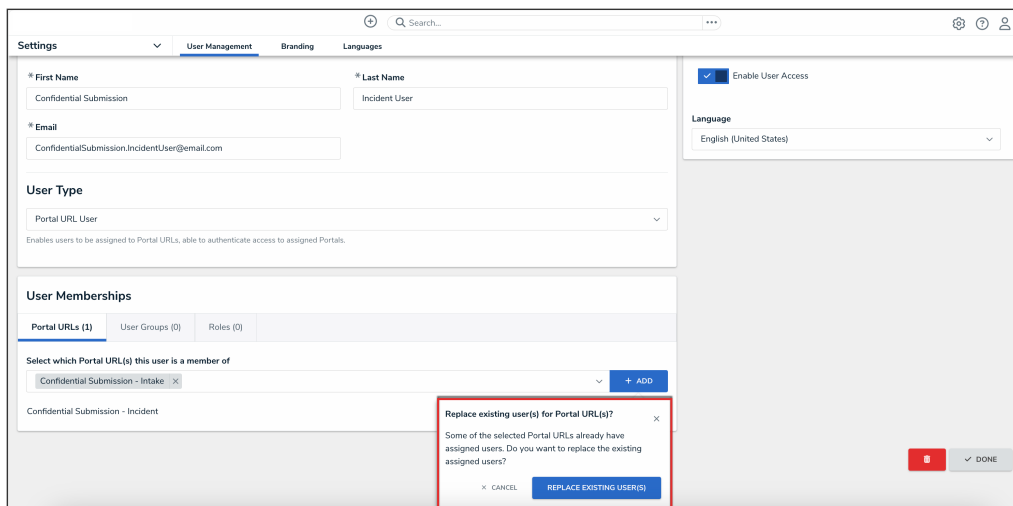
3. A pop-up will appear, confirming the following:

- An **Add user to Portal URL(s)?** pop-up will appear. Click the **Add** button to confirm adding the user to the selected Portal URL



Add User to Portal URL(s) Pop-up

- o If the selected Portal URL already has an assigned user, a **Replace existing user(s) for Portal URL(s)?** pop-up will appear. Click the **Replace Existing User(s)** button to confirm.



Replace Existing User(s) for Portal URL(s) Pop-up

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

The screenshot displays the Resolver user management interface. At the top, there is a navigation bar with tabs for 'Settings', 'User Management', 'Branding', and 'Languages'. A search bar is located to the right of the tabs. The main content area is divided into three sections: 'User Profile', 'Account Status', and 'User Memberships'.
User Profile: Contains fields for '* First Name' (with value 'Test'), '* Last Name' (with value 'Portal'), and '* Email' (with value 'test.portal@email.com'). Below these is a 'User Type' dropdown menu set to 'Portal URL User'.
Account Status: Features a checked checkbox for 'Enable User Access' and a 'Language' dropdown menu set to 'English (United States)'.
User Memberships: Includes sub-sections for 'Portal URLs (1)', 'User Groups (0)', and 'Roles (0)'. A dropdown menu is labeled 'Select which Portal URL(s) this user is a member of', with a selected option 'Confidential Submission - Mobile' and an '+ ADD' button.
In the bottom right corner, there is a red button with a white checkmark and the text 'DONE'.

Done Button