

## Adding New Users

[Single User](#)

[Multiple Users](#)

## Adding A Single User

1. From the Administrator Dashboard select the Users tab, as seen in Figure 1.

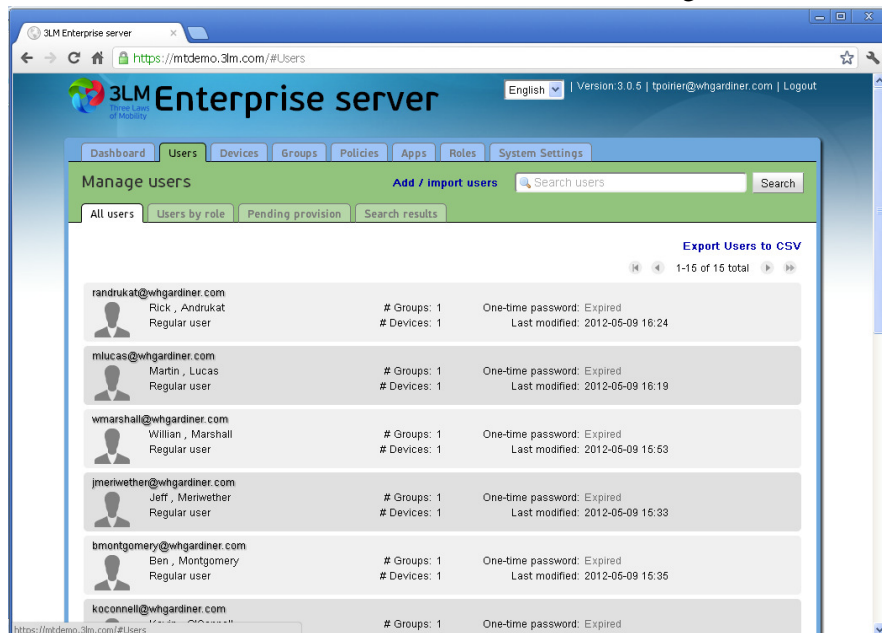


Figure 1 – Users Tab

2. At the top center of the page, shown in Figure 2, select “Add / Import users”

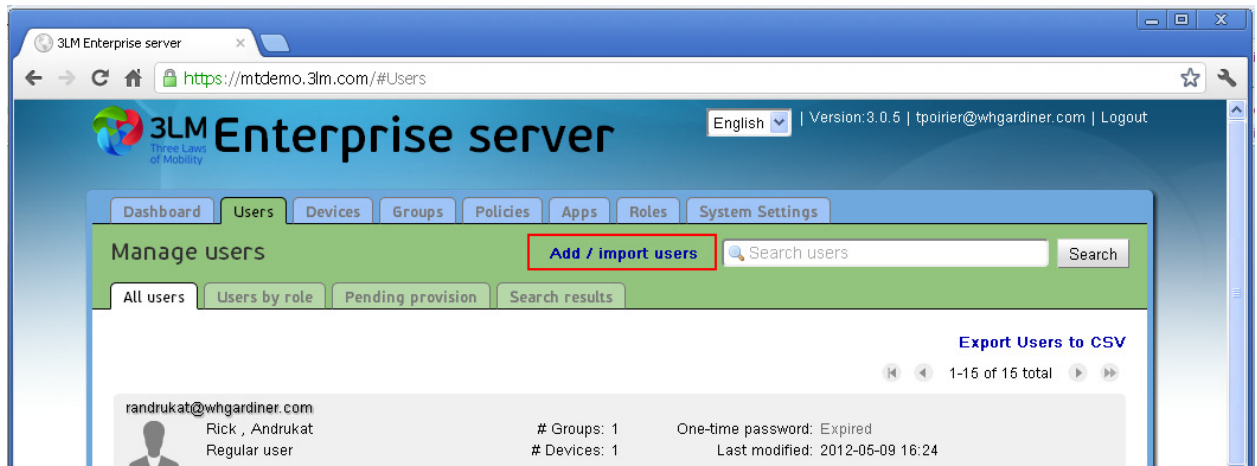


Figure 2 – Add / Import users

3. In the “Add a user” tab enter the required information as seen in Figure 3.

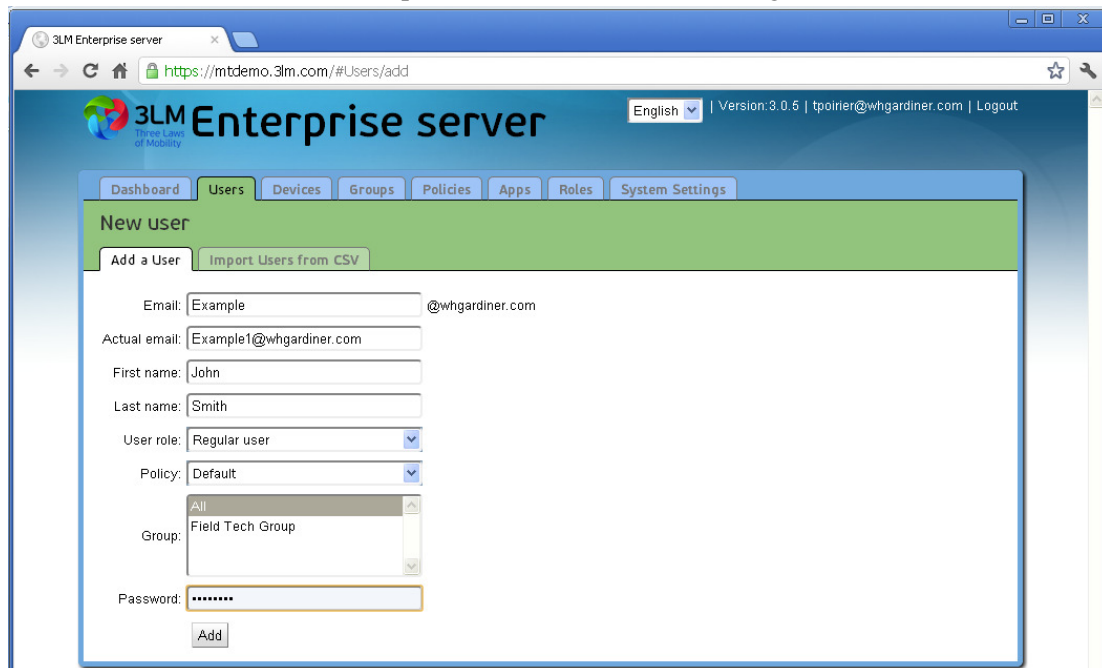


Figure 3 – Enter user information

4. Once the new user's information has been entered in the required fields continue by clicking “Add”.
5. On the following page seen in Figure 4, select “Generate OTP” to generate the one time password the users will use to set up the account.

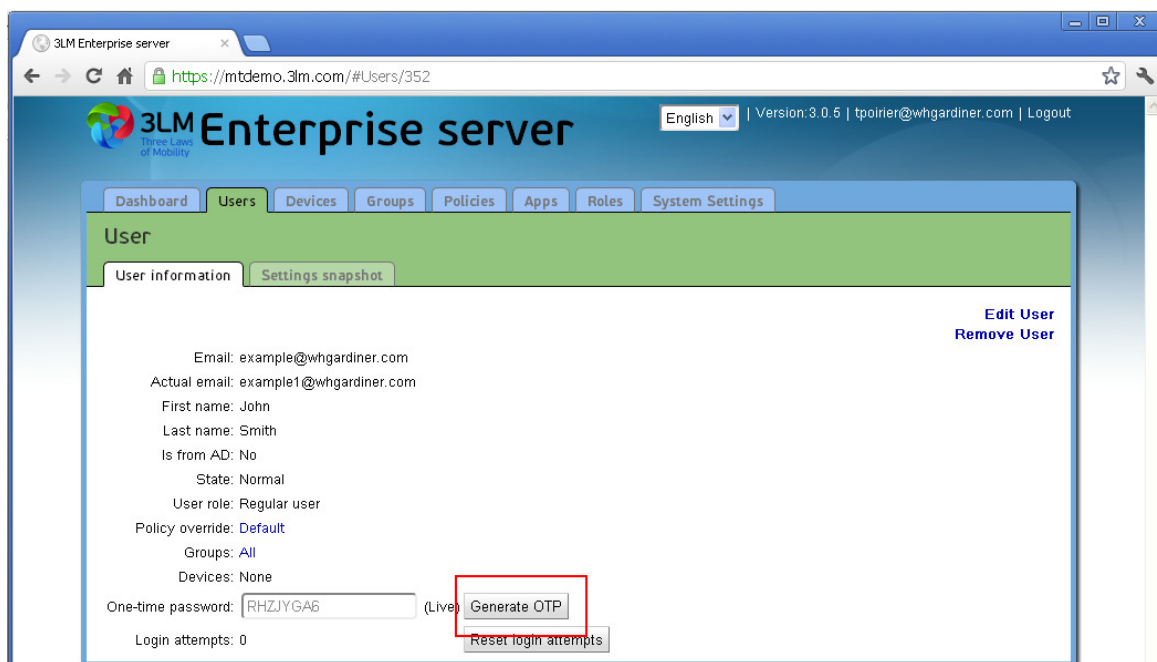


Figure 4 – Generate the OTP

6. Once the OTP has been generated the users account has been set up, an overview of the users default settings can be seen in “Settings snapshot” as seen in Figure 5.

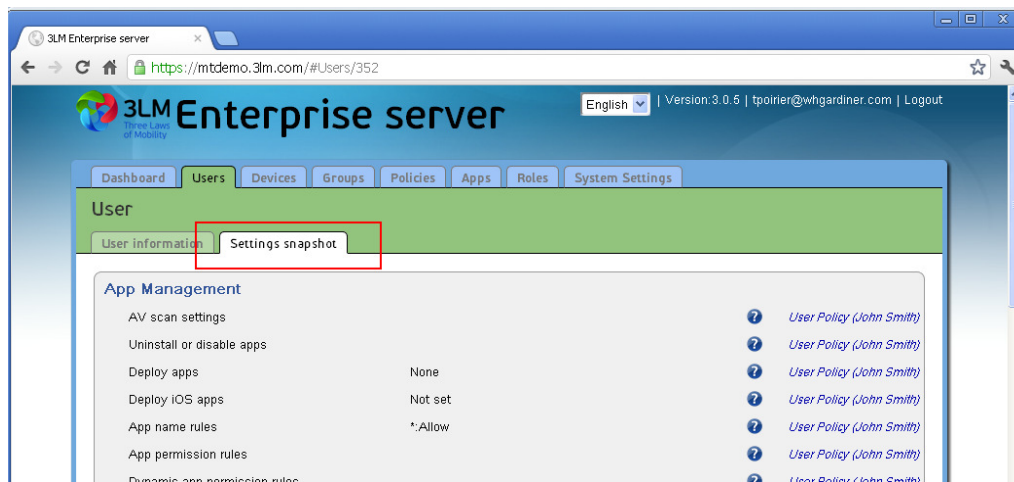


Figure 5 – Settings Snapshot

## Adding Multiple Users

1. To use the multiple user add feature the user data needs to be in CSV file with each user on a separate line using the following format. User email, console password, OTP command, OTP password, first name, last name, policy name, group name, actual email.

NOTE: The OTP commands are used for setting up the users on the device. Setting the OTP command field to "OTP\_SET" will allow you to enter a desired OTP password in the OTP password field, setting the OTP command field to "OTP\_IGNORE" will not require a password. The following OTP password field should be left blank. Finally setting the OTP command to "OTP\_GENERATE" will create a passkey automatically as the user is added to the system.

### EXAMPLE:

Username: John Smith	Console Password: 123	OPT Options: OTP_SET, qwert
Policy Name: Sales	Group Name: XYZ Company	Email: Jsmith@XYZ.com
Actual Email: Jsmith1@XYZ.com	Role: Regular User	

### Formatted String:

jsmith@xyz.com, 123, OTP\_SET,qwert,John,Smith,Regular User,Sales,XYZ  
Company,jsmith1@XYZ.com

2. Once the new user strings have been formatted to match above, navigate to the Users tab as seen in Figure 6.

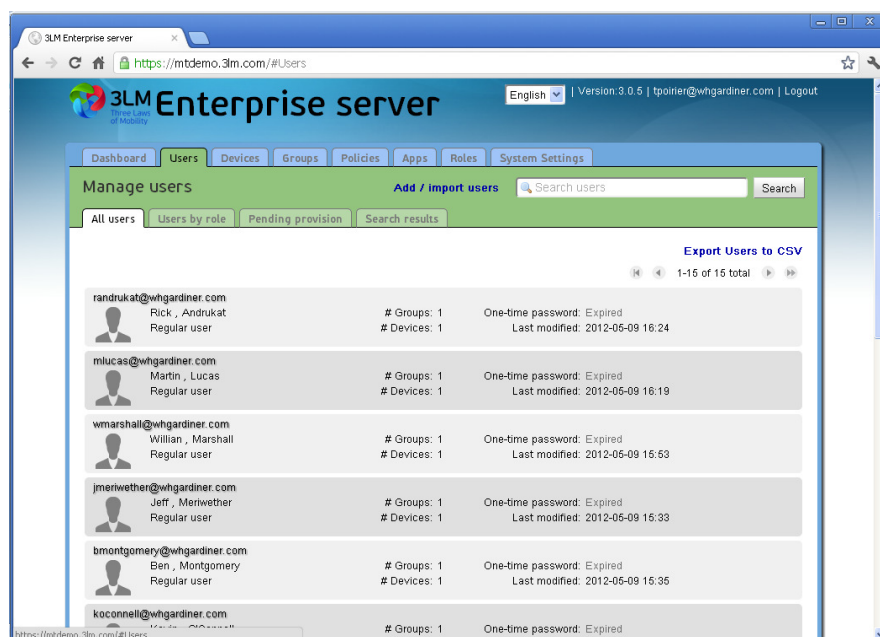


Figure 6 – Users Tab

- At the top center of the page select “Add / Import users” as highlighted in Figure 7.

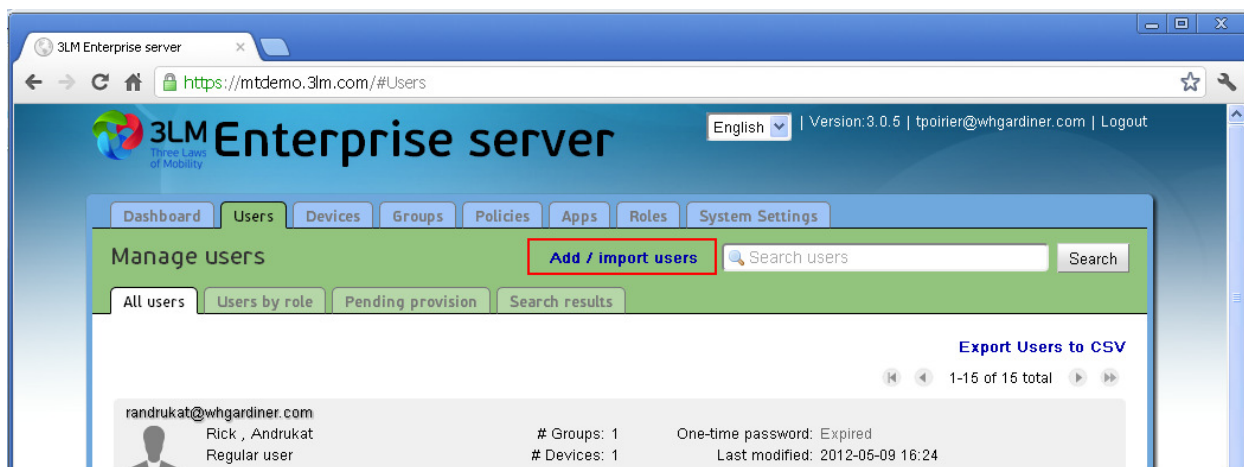
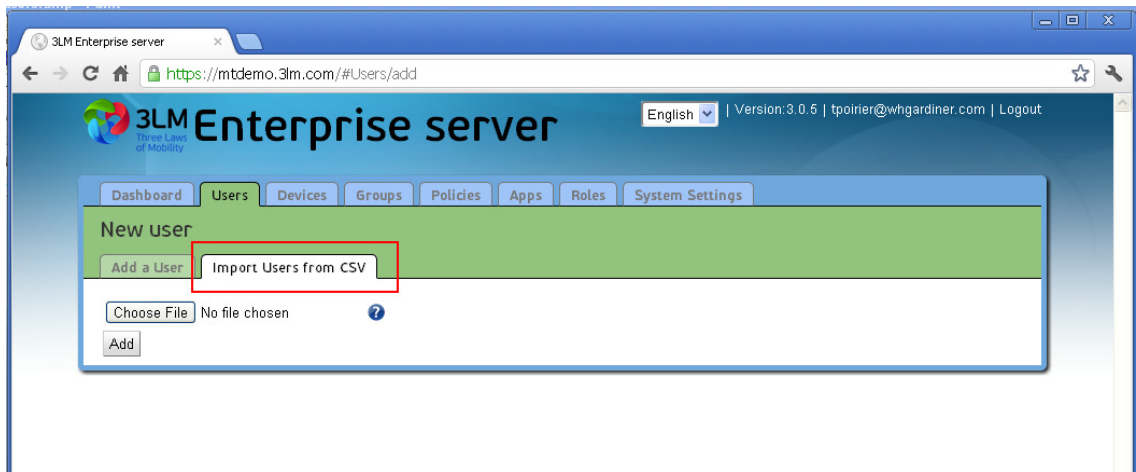


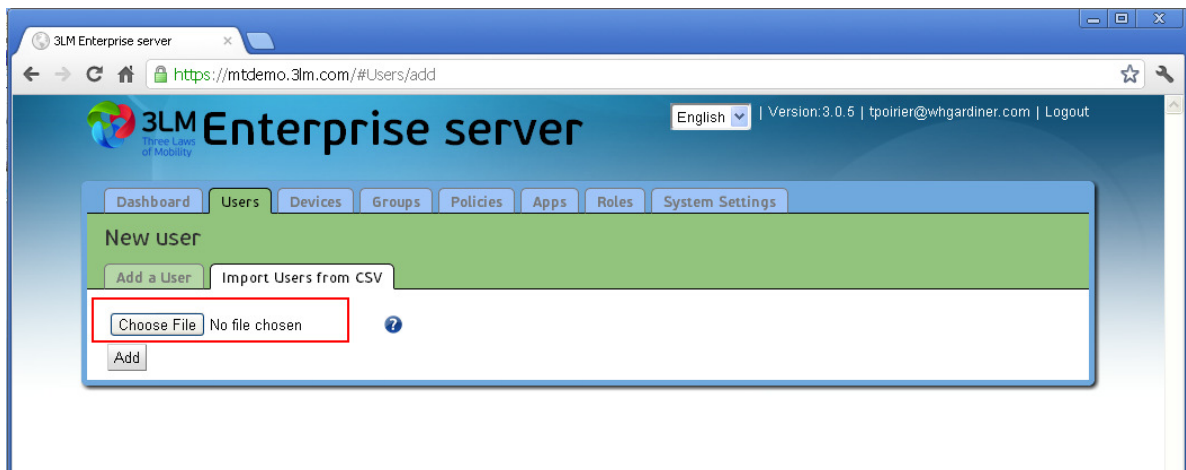
Figure 7 – Select Add / Import Users

- Once at the Add / Import Users page select “Import Users from CSV”, as seen in Figure 8.



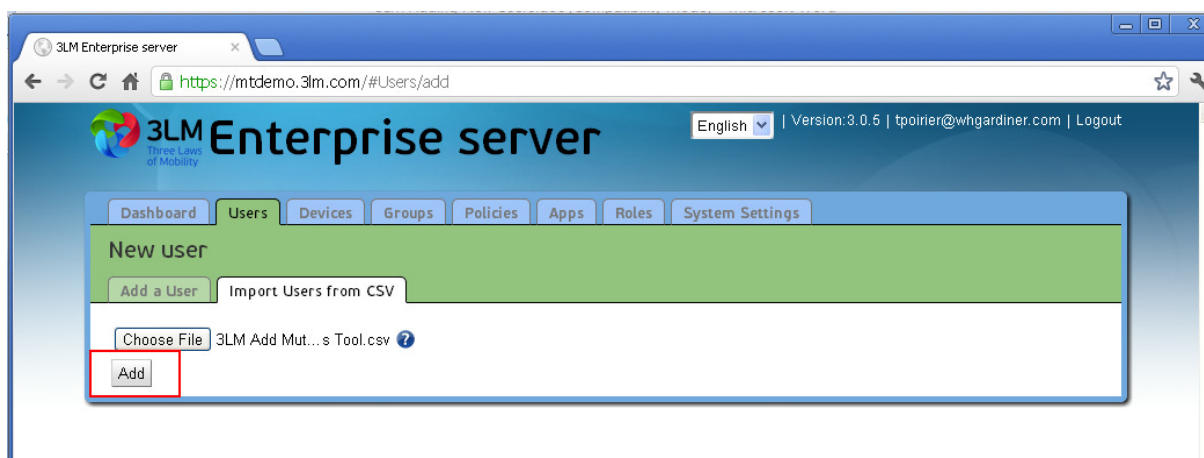
*Figure 8 – Import Users from CSV*

- Next select “Choose File” then navigate to the CSV file you want to upload, as shown in Figure 9.



*Figure 9 – Choose File*

- Once the file is selected, click Add as seen in Figure 10. If the file upload correctly “Users Added” will display at the top of the page, in the case there is an error it will also be displayed at the top of the page with the error details.



*Figure 10 – Add CSV users*