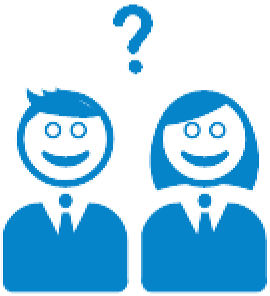


Sentiment

Manage Users

Step-by-Step Guide

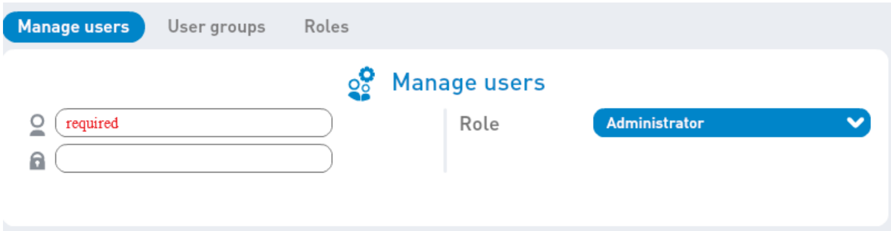
V4.1.4 – February 2015

ADMIN TAB

It is recommended that the main admin user manages this section of the application.

1 - MANAGE USERS

Manage Users



1. To add a user, first add a user name which needs to be unique across the entire system. The email address of the user works well for this.

2. Enter a password for this user.

3. Select the appropriate role for the user - please see role configuration on page 5

4. Add - which will add the user to the system and display a record in the list of users at the bottom of the page.

Important Notes:

This is where users can be added into the account, amended and removed, and permissions and password are maintained.

Only standard, and single, users have the ability to update their own user status.

To amend, select the user from the data grid, which will populate the top panel. Make the required changes and click update.

To delete, select the user from the data grid, which will populate the top panel. Click the Remove User button and confirm. The user is marked as deleted in the system and in the list of users at the bottom of the page. Care should be taken when removing a user as this prohibits the email address from being re-used at a later date.

The user list can be exported via CSV by clicking the CSV button.

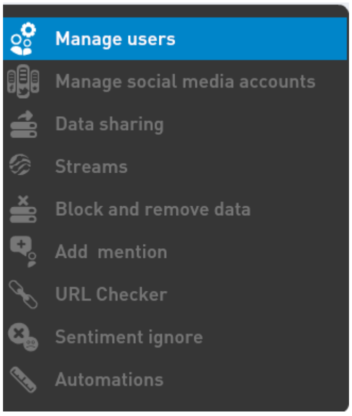
Username	Role
robertawayman@gmail.com	Administrator
lukeporter@icmtelecoms.co.uk	No Dash
michelle@midwaysky.co.uk	Administrator
becks@becksporter.com	Administrator

Security

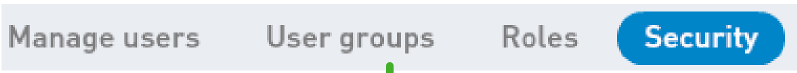
We ensure that our customers can manage their account and social content without loss of control or access from unauthorised users. If required, clients can secure user account access by assigning IP addresses that the system should accept access from. This can be configured to enable clients to apply IP address restrictions to certain users if needed, while others would be allowed to log in from any IP address.

Step 1 – Adding the IP address to the system

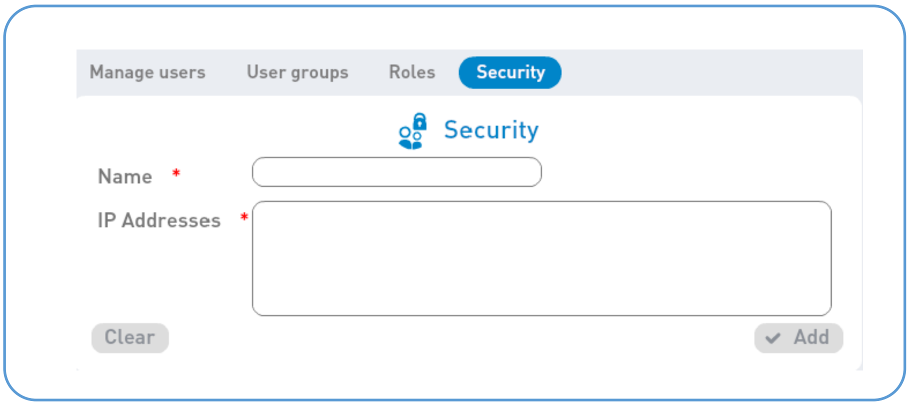
Select **Manage users** in the Admin tab.



Select **Security tab** in Manage users.



Complete the below fields.



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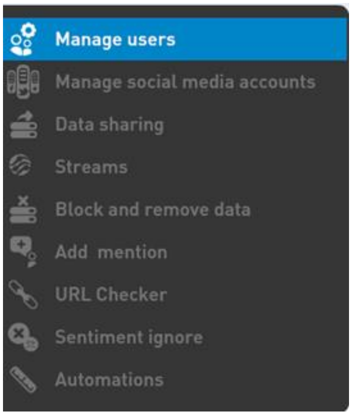
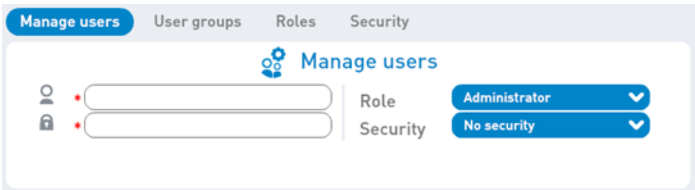
Step 2 – Adding security to users account

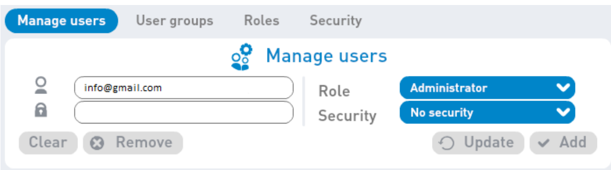
Select **Manage users** in the Admin tab.



Select the user from the list and select the relevant IP address from the drop down box next to Security.



After adding the IP address you can either add a new user or update the details for an existing one.



SENTIMENT

ROLES

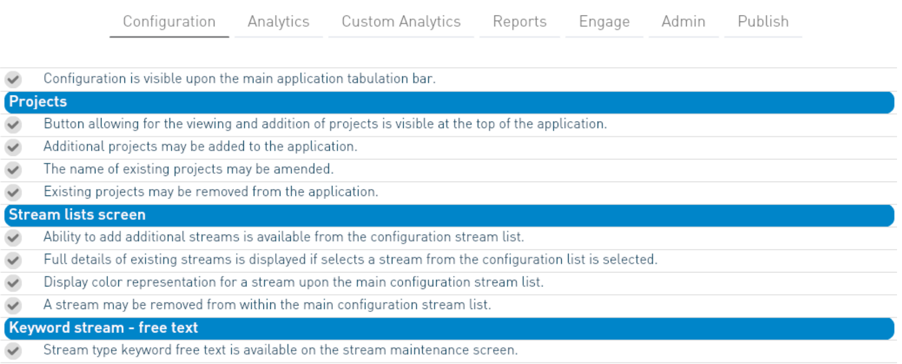
This page enables you to define, amend and remove roles for users.

Roles

Select all the permissions the end user requires.

There are 5 sections, each with their own permissions.

- Configuaration
- Analytics
- Custom Analytics
- Reports
- Engage
- Admin
- Publish



Add a new role name.

Once all the permissions have been added, click Add.

Why are some of the roles shown in a different colour? The colours of the role indicate if the role is a default role or a role created for a company's specific needs. These needs may be for a number of different reasons, like hiding options that are not required or limiting access for a new user.

Why can't I amend/remove default roles? The default roles cannot be changed as they are standard for all clients.
How can I add a new role? A new role can be created by changing the name of an existing role, amending individual permissions as required, and then pressing the Add button.

How can I amend an existing role? This is actioned by changing the name of an existing role and / or amending individual permissions as required, and then pressing the Update button.

How can I remove an existing role? This is actioned by selecting the role to be removed from the list to populate the role panel. The selected role can then be removed by tapping the remove button. The role will be removed after confirmation.

How do I change a permission? All permissions can be selected or deselected via the box to the left of the permission. Initially permissions are displayed in dark blue if active, or grey if inactive. If an inactive permission is checked, its new state of active is indicated by the colour of the permission being changed to green. In contrast, if an active permission is unchecked, its new state is indicated by the colour of the permission being changed to red.