Invisible Systems

Adding & Managing Users

A guide to adding & managing users in Real-Time Online

This guide will take you through the steps of adding new users in Real-Time Online and managing their details, security roles and permissions within the system.
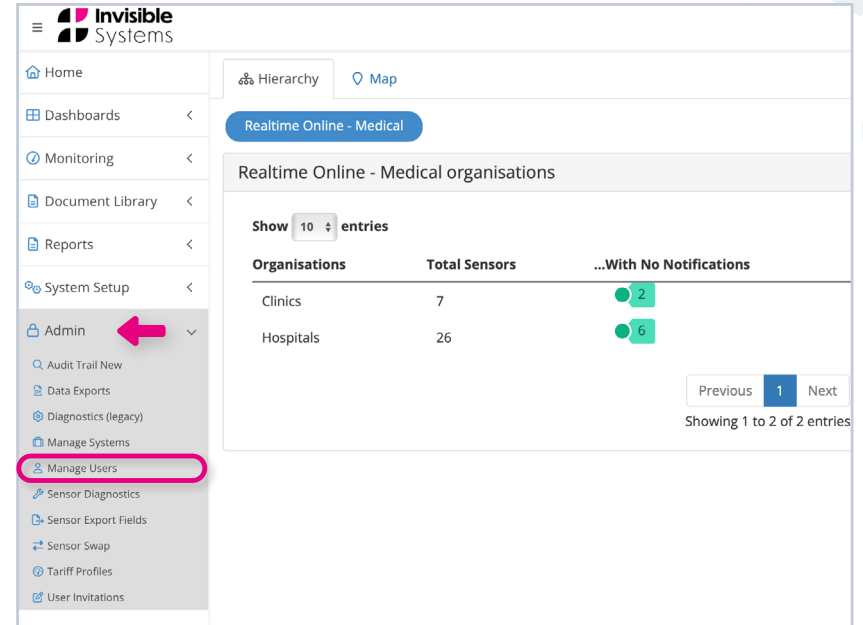
Step 1

Once you've logged in to Real-Time Online, **click on 'Admin'** in the side menu and select **'Manage Users'** from the drop-down menu.
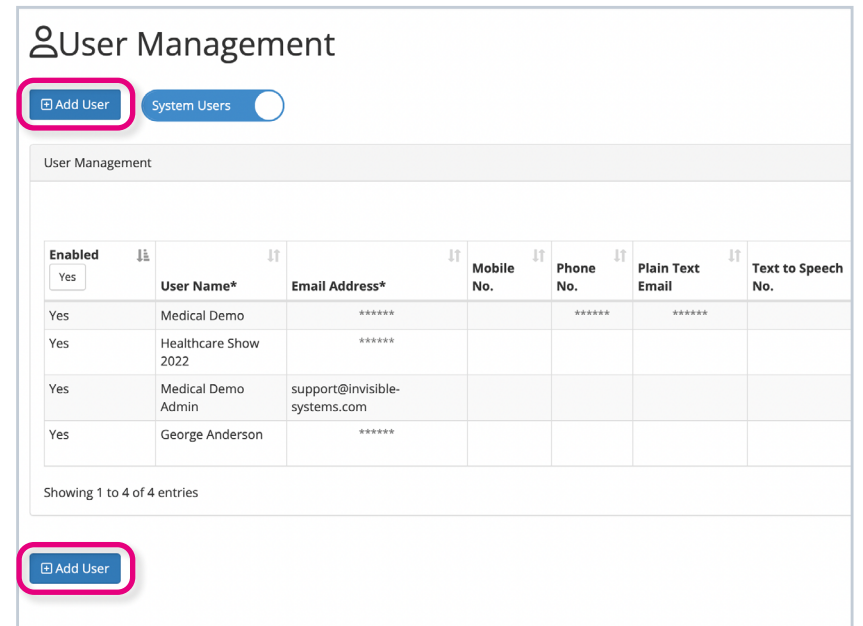
Step 2

You'll be taken to a page that displays your current users.

If you're adding a new user, **click one of the 'Add User' buttons**. For ease, you'll find one of these at the top of the page and one of them below your table of users.

Step 3

From here, you'll be able to enter the new **user's name and email address**, plus any other relevant information.

You can:

- Enter their **mobile phone number** if you want the user to receive SMS alerts when sensor alarms are triggered

- Add the user to their **department/ organisation**, so they can only view specific sensors and data

- Click 'Application' to **choose the default dashboard** that the user will see when they log in to Real-Time Online

- Check the box 'Organisation Admin' if you want the user to have **access to any new systems** that are added to their organisation/department
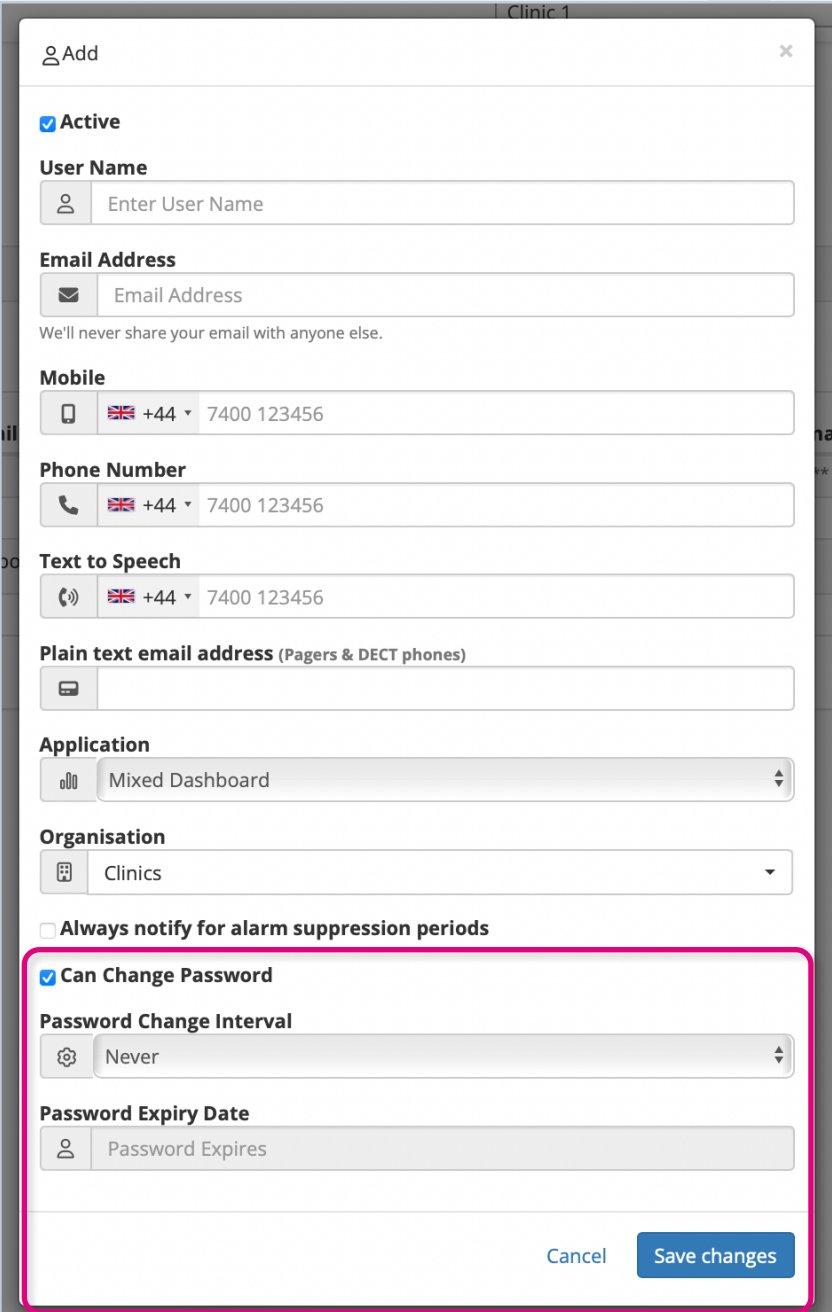
Check the box 'Can change password' if you want the user to be able to **generate or change their own password**.

For most new users, this box will need to be ticked to allow them to generate a password for the first time.

You can also **set password intervals and expiry dates**. These are useful if you want users to change their passwords after a certain period of time for cyber security reasons, or if you're setting up a temporary user.

Click 'Save changes'.

Step 4

You will then see this permissions screen, where you can select the roles that the new user will have.

Leave the boxes unticked if you want your user to be **'read-only'**, i.e. they will only be able to view data - not edit anything.

A **'System User'** can access data, add new audits and acknowledge notifications.

A **'System Admin'** can make changes to the system, such as adding/editing alarms and sensors, changing the names of sensors, suppressing alarms, etc.

An **'Organisation Admin'** can manage organisation-wide activities, like adding new systems and organisations.

Click 'Save changes'.

Step 5

A User Site Access window will appear. **Choose which systems the user is allowed to access** by checking the box next to each one. You can use the search bar to search for specific systems.

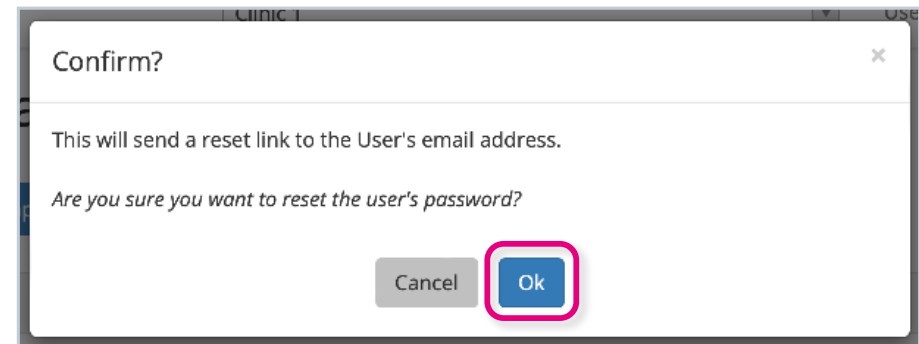**Click 'Save changes'.**
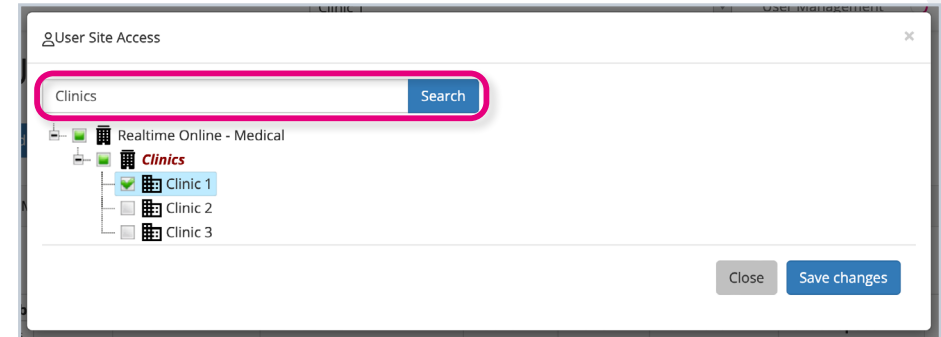
Step 6

You will see this window asking if you want to send a **password reset email** to the new user. **Click 'Ok'** to send this now.

The email will be sent to the user's inbox, where they can then choose a password and log in to Real-Time Online.

If you don't want to send a password reset email to the new user, simply **click 'Cancel'**.

Step 7

Once you have added your new user, you will be taken back to the screen displaying all of your current users. Your new user will now have been added to this table.

If you need to edit a user's details, permissions or site access at any point, **click on the cog button** next to that user under 'Actions'.

To find a specific user in a system, type their name into the search bar.

Step 8

If you ever want to **deactivate a user**, you can do so by clicking 'Edit User', then **deselecting the 'Active' checkbox** at the top of the window. You can reactivate them at any time by reticking the box.
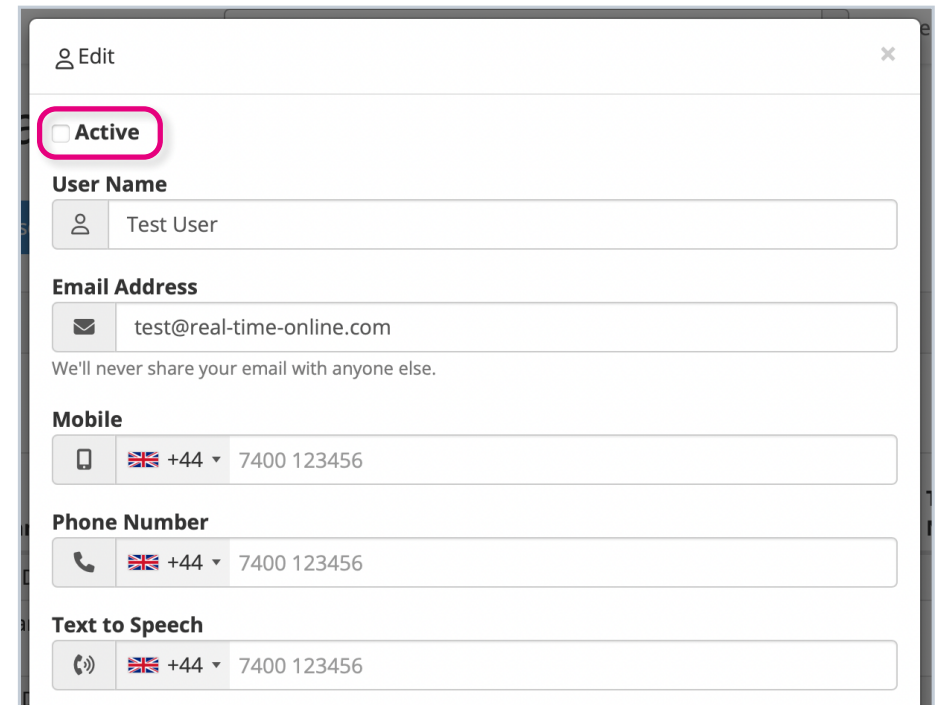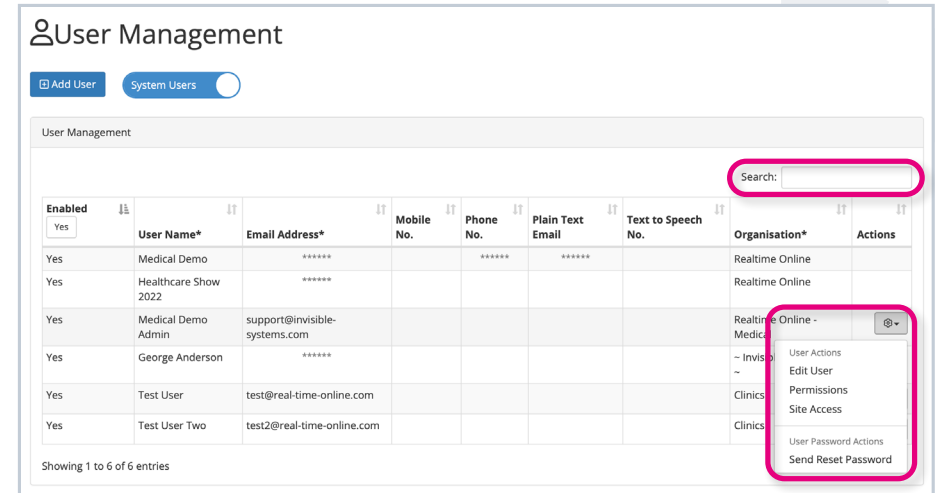
If you require any additional training, please contact

help@invisible-systems.com