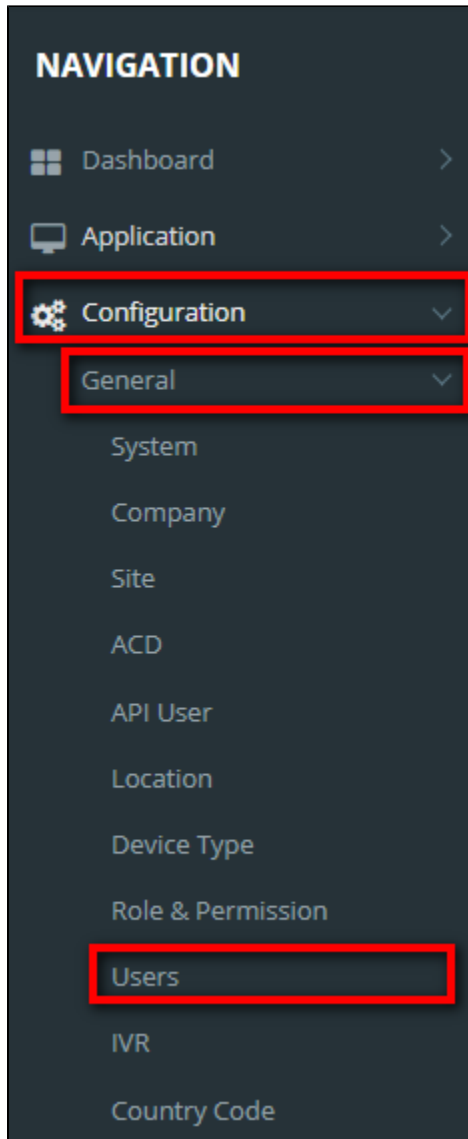


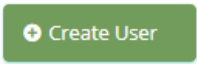
# How to manage User at General Configuration

## Step-by-step guide

- Go to Linkscope Web application and if you're not already signed in, select **Sign in**.
- From the Linkscope Web application, you click to **Configuration ? General ? Users** at the menu.



## ADD NEW A USER

1. Click  button, the **Create Linkscope Web User** popup is displayed.
2. At the **Create Linkscope Web User** popup, you enter **UserName**, **Password** (Min 5 Chars), **Confirm Password**, **Email**.

Create Linkscope Web User

User Name

linkscope

Password: (Min. 5 chars)

.....

Confirm Password

.....

Email

admin@primas.net

Company

Select Company

Location

Select Location

Role Membership Applied \*

☐ Administrators

☐ Agents

☐ Managers

☐ Supervisors

☐ Test Role

☐ UW Text App Role

☐ UWRole

Upload Photo

Select files...

Create User

Close

4. Next, select location and set the role for **Membership Applied Role**.

If the creator is assigned to a company, the list of roles/locations only displays the roles/locations that belong to the same company.

Create Linkscope Web User

User Name

QCs

\*

Password: (Min. 5 chars)

.....

\*

Confirm Password

.....

\*

Email

QCs@primas.net

\*

Company

Primas

▼

Location

Dept1

▼

\*

Role Membership Applied \*

☒ PRIMA - Administrators

☐ PRIMA - Agents

☐ PRIMA - Managers

☐ PRIMA - Supervisors

☐ PRIMA - Testers

Upload Photo

Select files...

Create User

Close

If the creator is the administrator who is not assigned to any company, display two dropdowns for the admin to select a company and location:

- If **not** select company, display **General roles** only.
- If the selected company is not the default company, display all roles/locations that belong to the same company.




2. Click  button. If you want to **Inactive** that user. There're alert displays after you click to this button. Select **OK**.

**labvn68.primas.net:7443 says**

Are you sure to Inactive this user?

**OK** Cancel

- If you want to **Reactive** that user, click  button. There're alert displays after you click to this button. Select **OK**.

**labvn68.primas.net:7443 says**

Are you sure to Active this user?

**OK** Cancel

3. Then the system shows this message, you changed successfully the user's status.

**PRIMAS**

Home > Configuration > General > Users

**Reset Password For ALL InActive**

New Password

Reset Password

All Users [Create User](#) [Delete All Selected](#)


User has been successfully update status.

### • Lock/ Unlock a user

When users enter the wrong password more than 3 times, this user's account will be a lock. Or to temporarily prevent a user from logging into the Linkscope Web application, you can change the user's status to Lock. You can unlock a locked user at any time without the need to re-enter user details.

1. On the **All Users** table, select any row you want to lock/unlock the user account.


Username	Primary	Expire	Last Logon	Account Type	Account Status	Account Info	Account Actions
linkscope			25/03/2025 14:00:00	Administrators	Active	admin@primas.net	    
linkscope3			25/03/2025 14:00:00	Administrators	Active	admin@primas.net	    

2. Click  button. If you want to **Lock** that user on that row. There're alert displays after you click to this button. Select **OK**.

**labvn68.primas.net:7443 says**

Are you sure to lock this user?


**OK** Cancel

If you want to **Unlock** that user, click  button on that row. There're alert displays after you click to this button. Select **OK**.

**labvn68.primas.net:7443 says**  
Are you sure to unlock this user?

**OK** Cancel

3. Then the system shows this message, you changed successfully the user's status.

 PRIMAS

User has been successfully update status.

Home > Configuration > General > Users

Reset Password For ALL InActive

New Password

Reset Password


All Users Create User Delete All Selected

- **Set user's role and permission**

Set user's role and the permission lets you set the new role for any user's account, change the role for any user's account,... from the Linkscope Web application.

1. At **All User** table, select any row you want to set a new user's role.

<input type="checkbox"/>	linkscope	admin@primas.net	Administrators	<input checked="" type="checkbox"/>				
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2. Click  button on that row, **Set Role** popup is displayed.

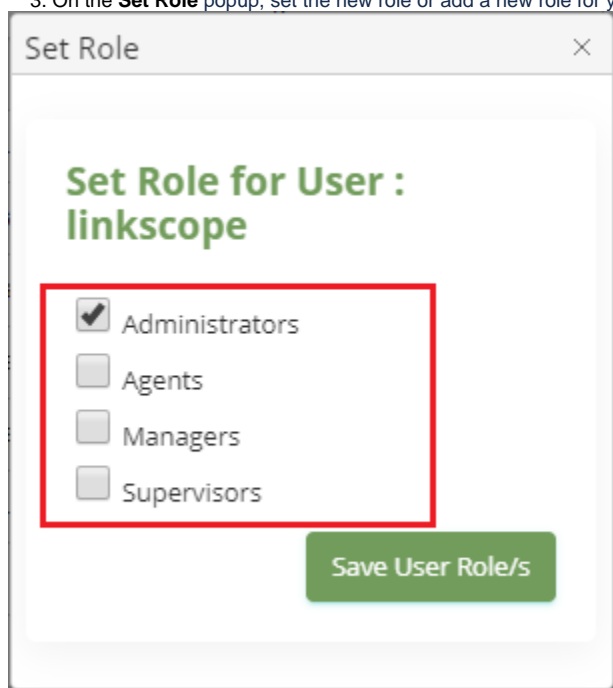
Set Role

Set Role for User :  
linkscope

☒ Administrators  
☐ Agents  
☐ Managers  
☐ Supervisors

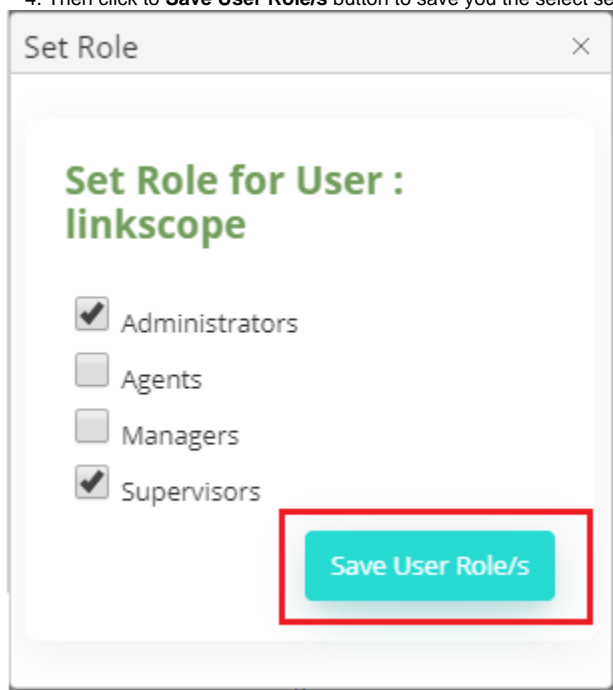
Save User Role/s

3. On the **Set Role** popup, set the new role or add a new role for your user by clicking to the select box.



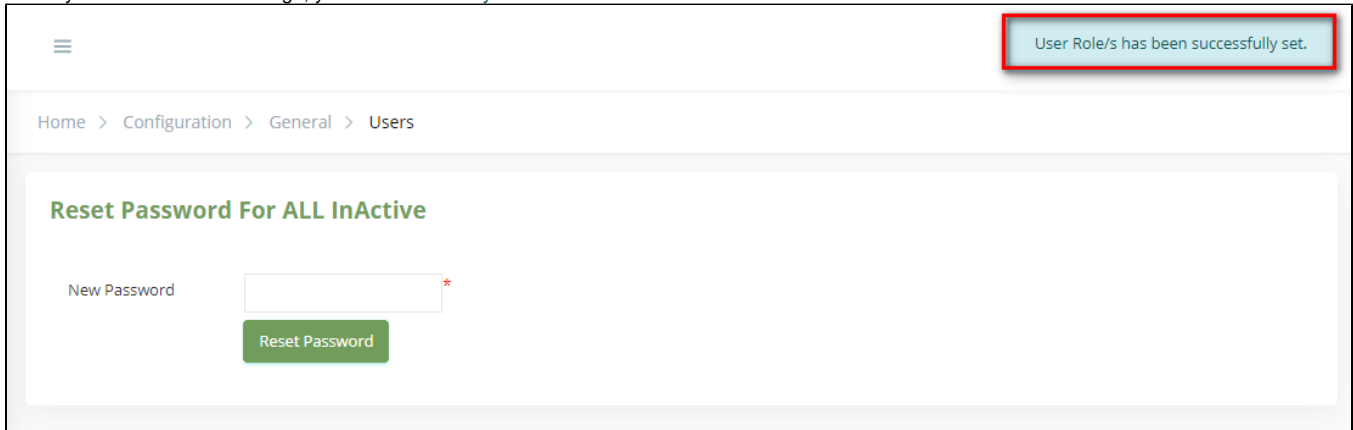
The image shows a 'Set Role' popup window for a user named 'linkscope'. The window has a title bar with a close button. Inside, the title 'Set Role for User : linkscope' is displayed in green. Below the title, there is a list of roles with checkboxes: 'Administrators' (checked), 'Agents' (unchecked), 'Managers' (unchecked), and 'Supervisors' (unchecked). A red rectangular box highlights the 'Administrators' checkbox and its label. At the bottom right, there is a green button labeled 'Save User Role/s'.

4. Then click to **Save User Role/s** button to save you the select setting.



The image shows the same 'Set Role' popup window for the user 'linkscope'. In this state, both the 'Administrators' and 'Supervisors' checkboxes are checked. A red rectangular box highlights the 'Save User Role/s' button at the bottom right.

If the system shows this message, you set **successfully** a user's role.



The screenshot shows the Linkscope Web application interface. At the top right, a blue notification box with a red border displays the message: "User Role/s has been successfully set." Below this, the breadcrumb navigation reads: "Home > Configuration > General > Users". The main content area is titled "Reset Password For ALL InActive" in green. It contains a "New Password" label, a text input field with a red asterisk indicating a required field, and a green "Reset Password" button.


- ***Change a user's password***

You can change your user's account password from the Linkscope Web application. If you do not know your user's account password, you cannot change the password.

1. At the **All Users** table, select any row you want to change a new password.



<input type="checkbox"/>	linkscope	admin@primas.net	Administrators				
<input type="checkbox"/>	linkscope2	linkscope2@primas.net	Administrators				

2. Click  button on that row. **Edit** popup is displayed.



Edit

×

Ignore the password information if you don't want to change it

User Name

linkscope

Email

admin@primas.net

\*

Company

Select Company

▼

Location

Select Location

▼

Old Password

New Password

Confirm Password

Upload Photo

Select files...

✓ Update

✕ Cancel

3. On the **Edit** popup, you enter **Old Password** and **New Password**, **Confirm Password** into the textbox.

Edit ×

Ignore the password information if you don't want to change it

User Name

linkscope

Email

admin@primas.net \*

Company

Select Company ▼

Location

Select Location ▼

Old Password

.....

New Password

.....

Confirm Password

.....

Upload Photo

Select files...

✓ Update

✕ Cancel

4. Then click to **Update** button.

Edit

Ignore the password information if you don't want to change it

User Name

linkscope

Email

admin@primas.net

Company

Select Company

Location

Select Location

Old Password

New Password

Confirm Password

Upload Photo

Select files...

Update

Cancel

If the system shows this message, you change successfully a new user's password.

PRIMAS

User has been successfully modified.

Reset Password For ALL InActive

New Password

Reset Password


All Users
Create User
Delete All Selected

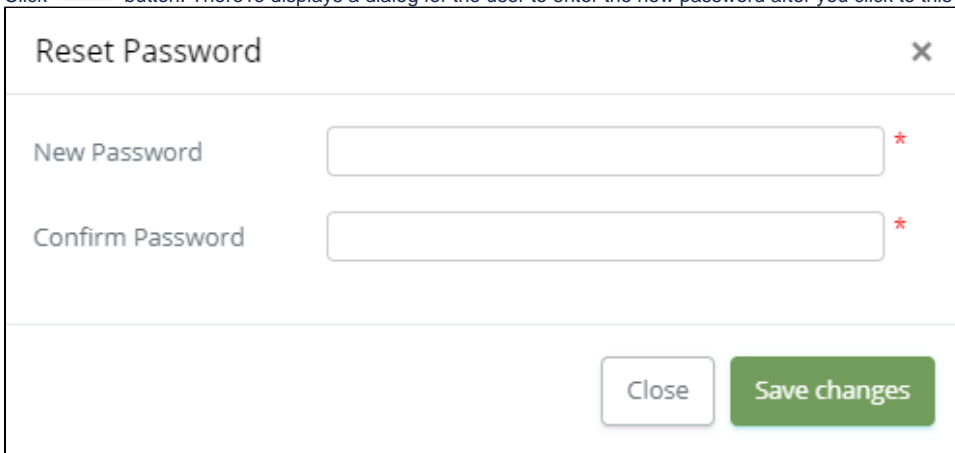
### • *Reset the user's password*

If a user forgets the password login to service or if you think their account has been compromised, you can reset their password from the Linkscope Web application.

1. At **All Users** table, select any row, you want to reset the password.

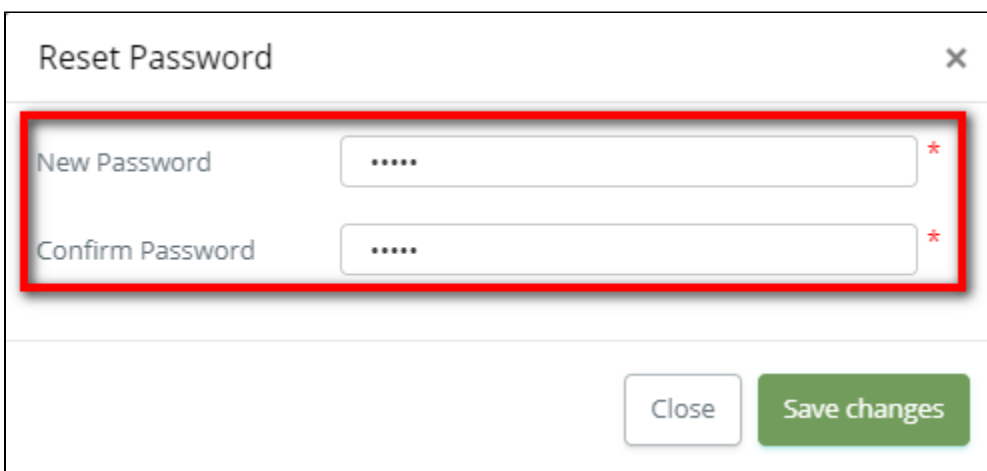
<input type="checkbox"/>	linkscope	admin@primas.net	Administrators	✓	✗	🔍	🔍	🔍
--------------------------	-----------	------------------	----------------	---	---	---	---	---

2. Click  button. There're displays a dialog for the user to enter the new password after you click to this button.



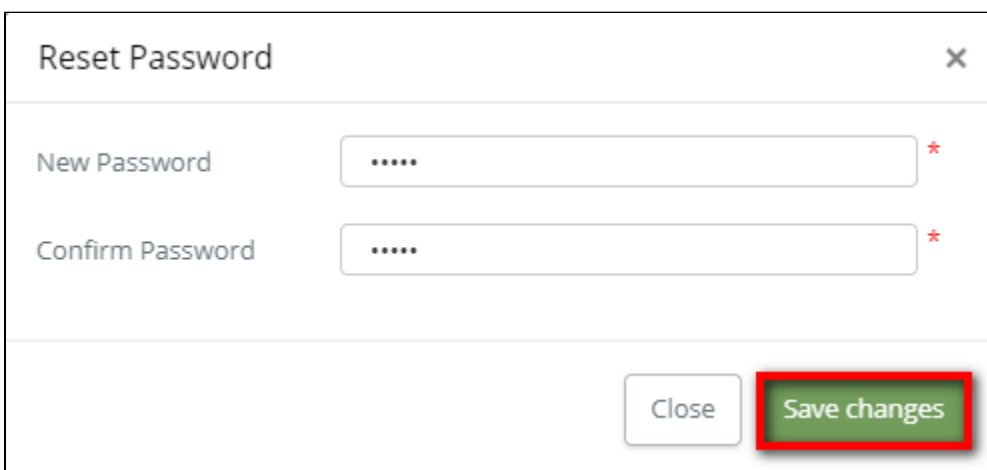
The dialog box is titled "Reset Password" with a close button (X) in the top right corner. It contains two input fields: "New Password" and "Confirm Password", each followed by a red asterisk (\*) indicating a required field. At the bottom right, there are two buttons: "Close" and "Save changes".

3. At the Reset Password dialog, you enter **New Password** (Min. 5 Chars - Max. 30 Chars ), **Confirm Password**.



The dialog box is titled "Reset Password" with a close button (X) in the top right corner. The "New Password" and "Confirm Password" input fields are now filled with five dots (.....) and are highlighted with a red rectangular border. Each field has a red asterisk (\*) to its right. At the bottom right, there are two buttons: "Close" and "Save changes".

5. Select **Save Changes**.



The dialog box is titled "Reset Password" with a close button (X) in the top right corner. The "New Password" and "Confirm Password" input fields are filled with five dots (.....) and have a red asterisk (\*) to their right. At the bottom right, the "Save changes" button is highlighted with a red rectangular border, while the "Close" button remains unhighlighted.

If the system shows this message, you reset the password successfully.



The system shows a message "Reset password success" in a green box with a red border. Below the message, there is a breadcrumb trail: "Home > Configuration > General > Users".

## SEARCH A USER

On the **All User** table. You can search for a User by searching the **User Name**, **Email Address**, **Role/s**, **Active** or **User Status** field.

1. Search by the **User Name** field:

User Name	Company	Location	Email Address	Role/s	Active	Unlock	Change Role
<input type="text" value="linkscope"/>					Active		
<input type="checkbox"/> linkscope			admin@primas.net	Administrators	<input checked="" type="checkbox"/>		
<input type="checkbox"/> linkscope3			4888800e-a354-4087-8dc8-a32ea7179c82@gmail.com	Administrators	<input checked="" type="checkbox"/>		

1 - 2 of 2 items

2. Search by the **Company** field:

User Name	Company	Location	Email Address	Role/s	Active	Unlock	Change Role
	<input type="text" value="Comp1"/>						
<input type="checkbox"/> tester1	Comp1	Default Location	tester1@primas.net		<input checked="" type="checkbox"/>		

1 - 1 of 1 items

3. Search by the **Location** field:

User Name	Company	Location	Email Address	Role/s	Active	Unlock	Change Role
		<input type="text" value="Default Location"/>					
<input type="checkbox"/> tester1	Comp1	Default Location	tester1@primas.net		<input checked="" type="checkbox"/>		

1 - 1 of 1 items

4. Search by the **Email Address** field:

User Name	Company	Location	Email Address	Role/s	Active	Unlock	Change Role
			<input type="text" value="tester1@primas.net"/>				
<input type="checkbox"/> tester1	Comp1	Default Location	tester1@primas.net		<input checked="" type="checkbox"/>		

1 - 1 of 1 items

5. Search by the **Role/s** field:

User Name	Company	Location	Email Address	Role/s	Active	Unlock	Change Role
				<input type="text" value="PRIMA - Testers"/>			
<input type="checkbox"/> QCs	Primas	Dept1	tester@primas.com	PRIMA - Testers	<input checked="" type="checkbox"/>		

1 - 1 of 1 items

6. Search by the **User Status** field:

User Name	Company	Location	Email Address	Role/s	Active	Unlock	Change Role
						<input type="text" value="Lock"/>	
<input type="checkbox"/> Test			testtest@dsad.a	Agents	<input checked="" type="checkbox"/>		
<input type="checkbox"/> Tester2			test1254t@dsad.a	Agents	<input checked="" type="checkbox"/>		

1 - 2 of 2 items



### Note:

For better searching, you can fill all given field: the **User Name**, **Email Address**, **Role/s**, **Active** or **User Status** field.

## Related articles

- [How to use Phone Lookup](#)
- [How to enable/disable the post call survey feature](#)

- [How to manage Notifier Setting at Screen Pop Configuration](#)
- [How to enable/disable the calls in queue feature](#)
- [How to manage CTI Link at Screen Pop Configuration](#)