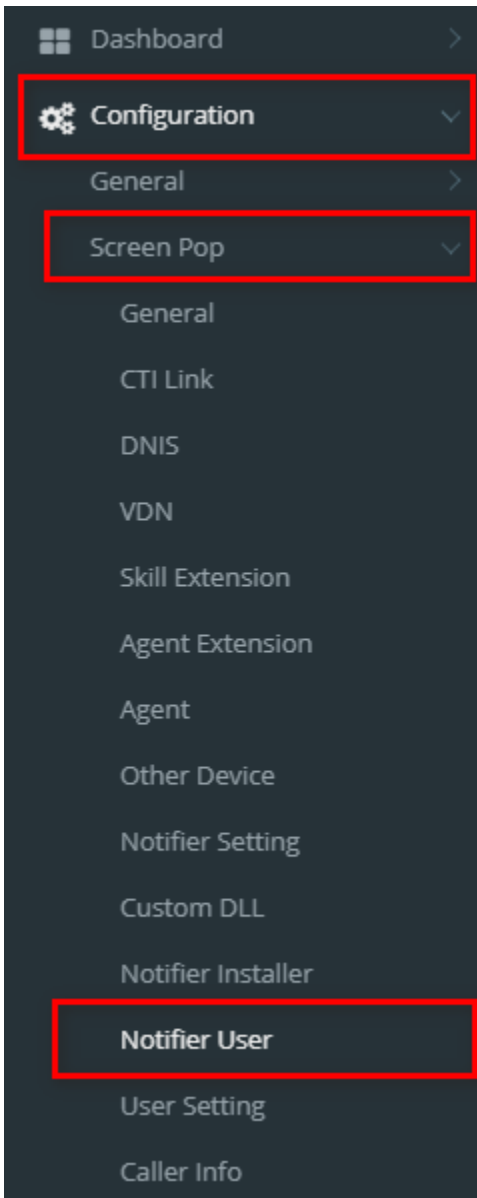


How to manage Notifier User at Screen Pop Configuration

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 ? Screen Pop? Notifier User** at the menu.



ADD NEW A NOTIFIER USER



1. Click button . The **Add** popup is displayed.



2. At the **Add** popup, you enter **User Name**, **Password** and **Confirm Password**. Then click button.

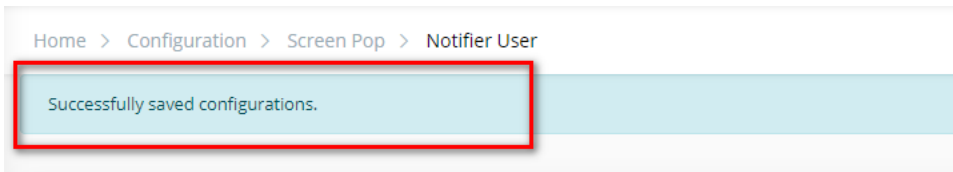
Add

User Name *

Password *

Confirm Password *


If the system shows this message, you created successfully a new Notifier User.



MANAGE NOTIFIER USER'S ACCOUNT

• LOCK/UNLOCK A NOTIFIER USER

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

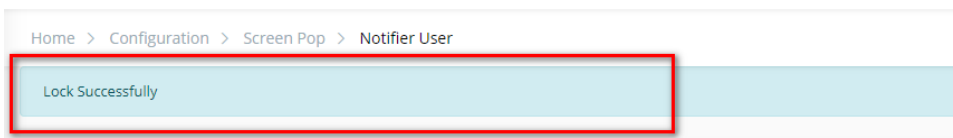
User Name	Created Date	User Status
user	07/03/2011 02:59:40 AM	


31 - 31 of 31 items

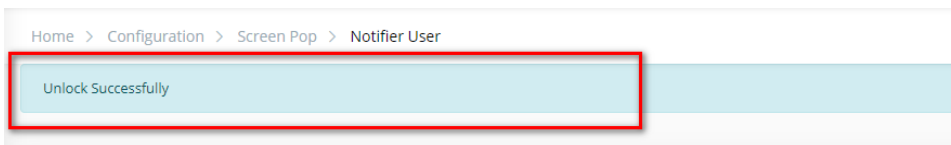
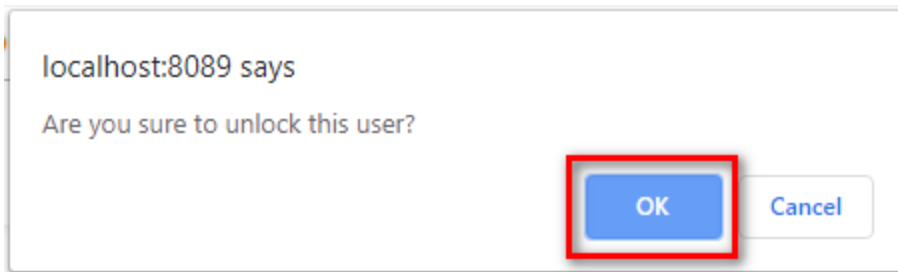
Click  button. If you want to **Lock** that user on that row. There're alert displays after you click to this button. Select **OK**.

localhost:8089 says

Are you sure to lock this user?

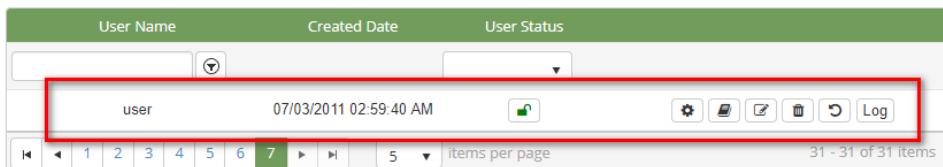



If you want to **Unlock** that user, click  button on that row. There're alert displays after you click to this button. Select **OK**.

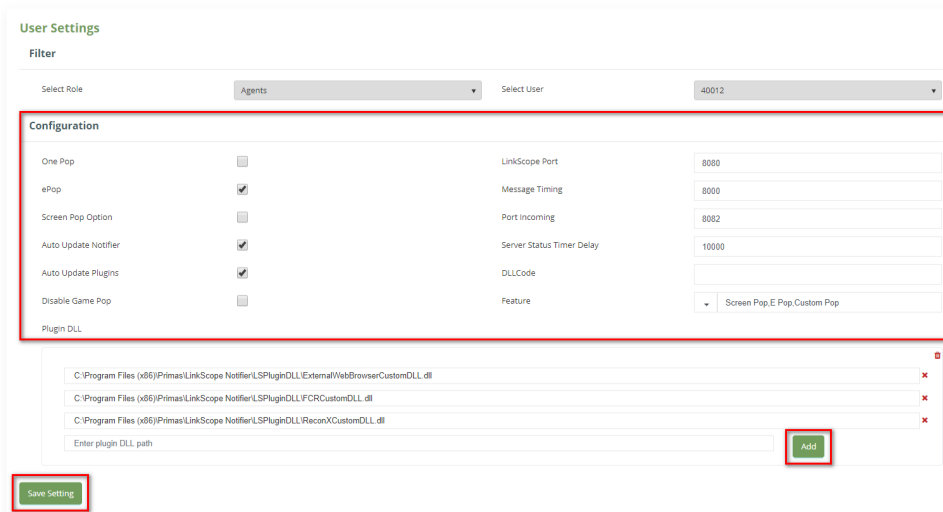


• USER SETTINGS

1. On **Notifier Users** table, select any row you want to user setting.

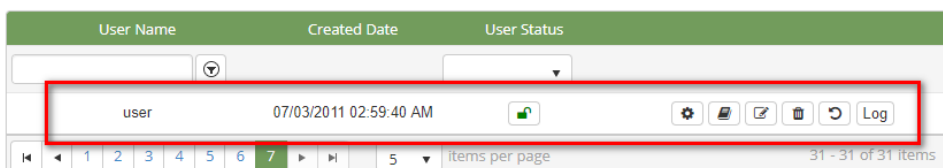


2. Click  button on that row. **User Setting** popup is displayed.
3. On the **User Setting** popup, set the Configuration for Agent and enter the plugin DLL path.



• SEARCH NOTIFIER USER ACTIVITIES

1. On **Notifier Users** table, select any row you want to search notifier user activities.



2. Click  button on that row. **Notifier User Activities** popup is displayed.

3. On the **Notifier User Activities** popup, you select **Date Range** and **From Date, To Date** into the textbox. Then click to **Search** button.

The 'Notifier User Activities' popup contains search filters at the top: 'Date Range' (set to 'Last week'), 'From Date' (2019-08-26), and 'To Date' (2019-09-01). A 'Search' button is to the right. Below the filters is a table with columns: User ID, Agent ID, Name, Action, IP Address, Last Active, Date Modified, and Date Created. The table lists three activities for user 10671.

User ID	Agent ID	Name	Action	IP Address	Last Active	Date Modified	Date Created
10672	50017	40012	LOGIN	192.168.1.73	2019-08-29 10:48:09	2019-08-29 10:48:09	2019-08-29 10:48:09
10671	-1	40012	LOGOUT		2019-08-29 10:24:12	2019-08-29 10:23:36	2019-08-29 10:23:36
10671	50017	40012	LOGIN	192.168.1.73	2019-08-29 10:23:36	2019-08-29 10:23:36	2019-08-29 10:23:36

List notifier user activities will be showing on the screen.

• CHANGE USER'S PASSWORD

You can change the notifier 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. On **Notifier Users** table, select any row you want to change a new password.

The 'Notifier Users' table shows a single user 'user' created on 07/03/2011 02:59:40 AM. The user is in a 'Log' state. The table has columns for User Name, Created Date, and User Status. The user 'user' is highlighted in the table.

2. Click  button on that row. **Edit** popup is displayed.
3. On the **Edit** popup, you enter **Old Password** and **New Password, Confirm Password** into the textbox. Then click to **Update** button.

The 'Edit' popup form contains fields for 'User Name' (set to 'user'), 'Old Password', 'Password', and 'Confirm Password'. The 'Old Password' field is highlighted with a red box. The 'Password' and 'Confirm Password' fields are also highlighted with a red box. The 'Update' button is highlighted with a red box.

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


A success message is displayed: 'Change password successfully'.

• DELETE NOTIFIER USER

1. On Notifier Users table, select any row you want to delete the notifier user.

User Name	Created Date	User Status
user	07/03/2011 02:59:40 AM	

31 - 31 of 31 items

2. Click  button on that row.
3. There're alert displays after you click to this button. Select OK.

localhost:8089 says

Are you sure you want to delete this user?

OK Cancel

If the system shows this message, you deleted successfully a company.

Home > Configuration > Screen Pop > Notifier User

Deleted Successfully.


• RESET NOTIFIER 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. On Notifier Users table, select any row, you want to reset the password.

User Name	Created Date	User Status
user	07/03/2011 02:59:40 AM	

31 - 31 of 31 items

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

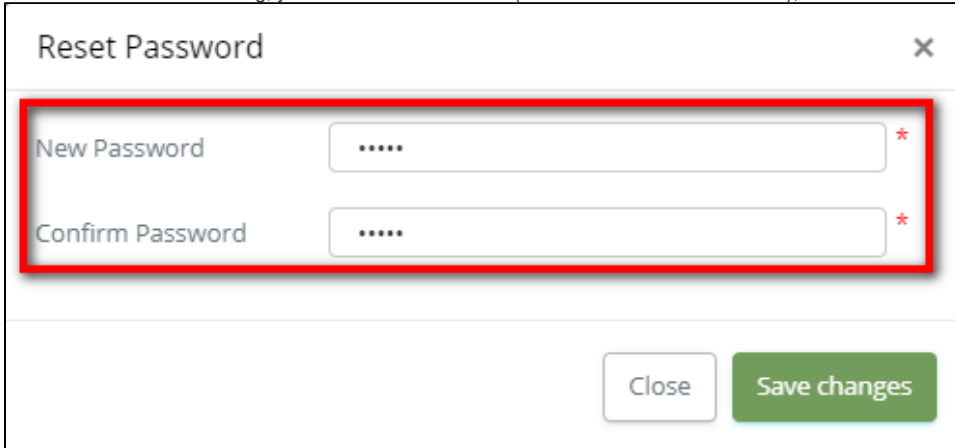
Reset Password ×

New Password *

Confirm Password *

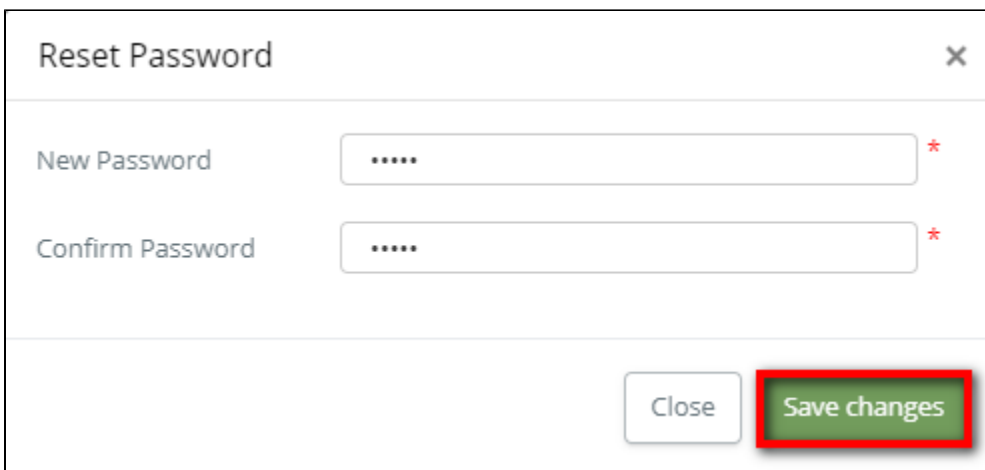
Close Save changes

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



The image shows a 'Reset Password' dialog box. It has a title bar with a close button (X). Inside, there are two input fields: 'New Password' and 'Confirm Password'. Both fields are currently empty and have a red asterisk (*) to their right, indicating a required field. A red rectangle highlights both input fields. At the bottom right, there are two buttons: 'Close' and 'Save changes'.

4. Select **Save Changes**.



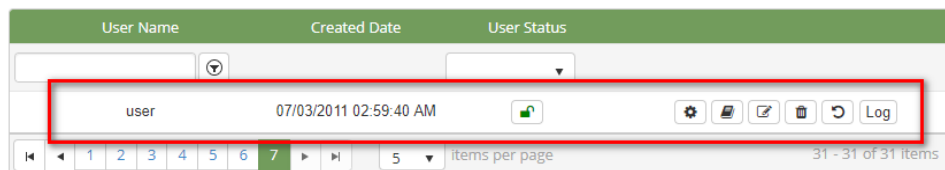
The image shows the same 'Reset Password' dialog box. The 'New Password' and 'Confirm Password' fields are still empty. A red rectangle highlights the 'Save changes' button at the bottom right.

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




• NOTIFIER LOGS

1. On **Notifier Users** table, select any row you want to get notified.



User Name	Created Date	User Status
user	07/03/2011 02:59:40 AM	

The image shows a table with three columns: 'User Name', 'Created Date', and 'User Status'. The first row contains the values 'user', '07/03/2011 02:59:40 AM', and a lock icon. A red rectangle highlights the 'Log' button in the row. Below the table, there is a pagination bar showing '5 items per page' and '31 - 31 of 31 items'.

2. Click  button on that row. The popup display.
3. Select the days you want to get the log file.

Please select day(s) to get Notifier log file.

Day

9/2/2019

Add

Log Days

2019-09-01

2019-09-02

Get log

Close

Home > Configuration > Screen Pop > Notifier User

Send log request to 40012 successfully.

SEARCH NOTIFIER USER

On **Notifier Users** table. You can search for a User by searching the **User Name** or **User Status** field.

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

User Name	Created Date	User Status	
user	07/03/2011 02:59:40 AM		
user	07/03/2011 02:59:40 AM		

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

User Name	Created Date	User Status	
		Lock	
40010	09/17/2018 14:39:24 PM		
Hello World	09/17/2018 13:59:21 PM		

Related articles

- [Guideline How To Use The Agent Dashboard](#)
- [How to manage API User at General Configuration](#)
- [How to manage Postcall Survey Configuration](#)
- [How to manage User Setting at Screen Pop Configuration](#)
- [How to manage FQ Config at FreedomQ Configuration](#)