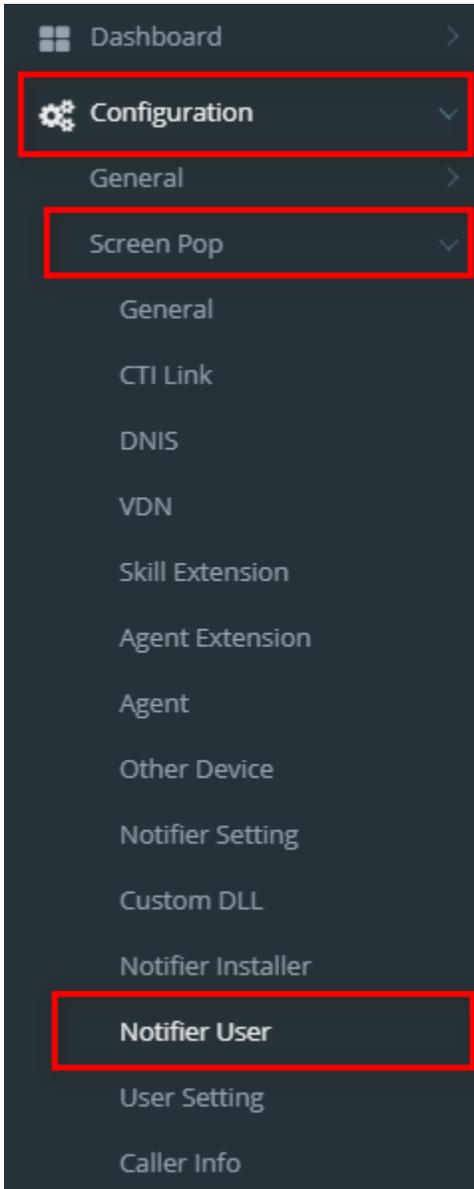


How to manage Notifier User at Screen Pop Configuration

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

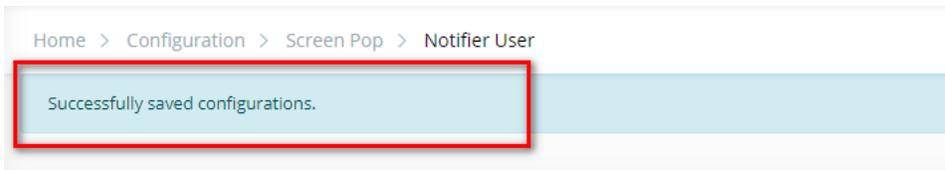


1. Click **Add User** button . The **Add** popup is displayed.



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

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



MANAGE NOTIFIER USER'S ACCOUNT

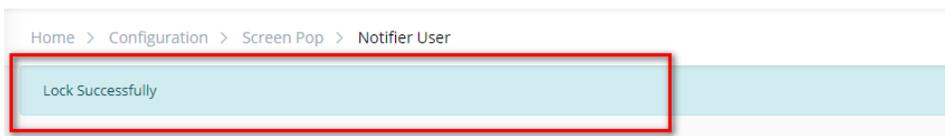
- **LOCK/UNLOCK A NOTIFIER USER**

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

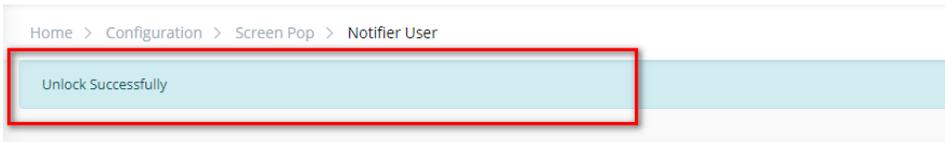
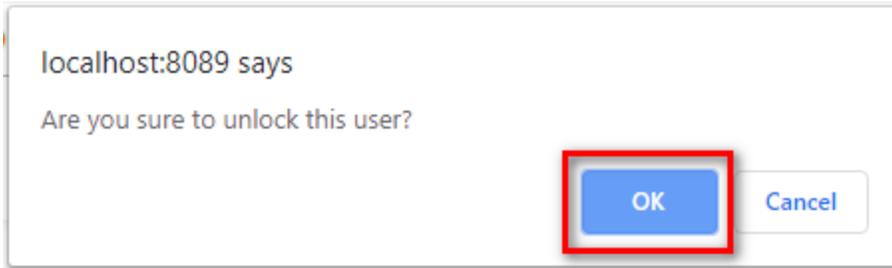
User Name	Created Date	User Status
user	07/03/2011 02:59:40 AM	

Navigation: 1 2 3 4 5 6 7 5 items per page 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**.

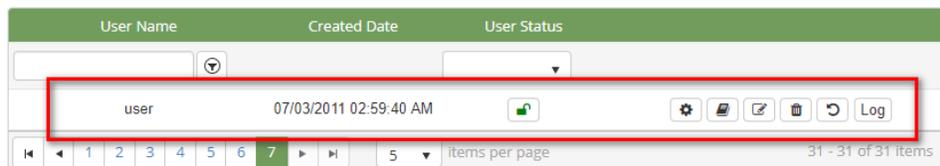


If you want to **Unlock** that user, click button on that row. There're alert displays after you click to this button. Select **OK**.

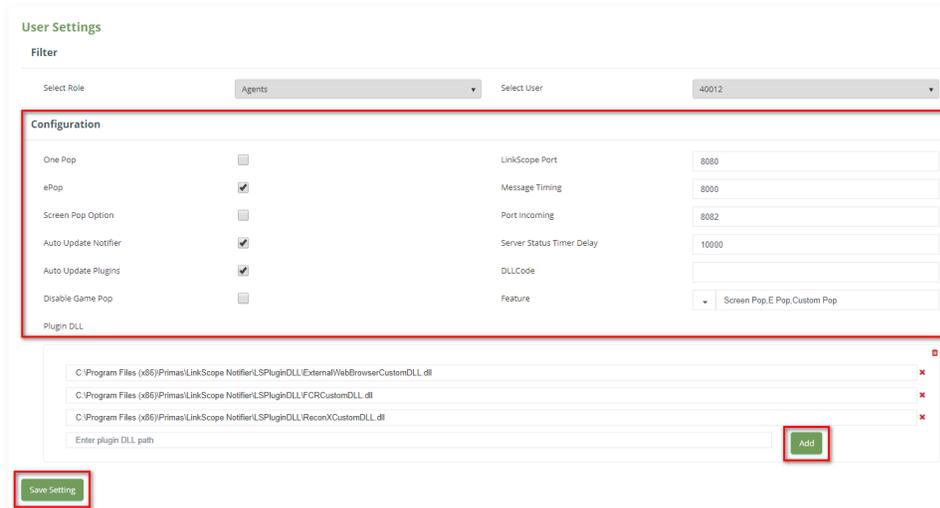


• **USER SETTINGS**

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

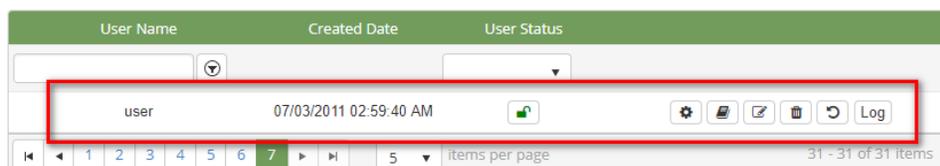


2. Click  button on that row. **User Setting** popup is displayed.
3. On the **User Setting** popup, set the Configuration for Agent and enter the plugin DLL path.



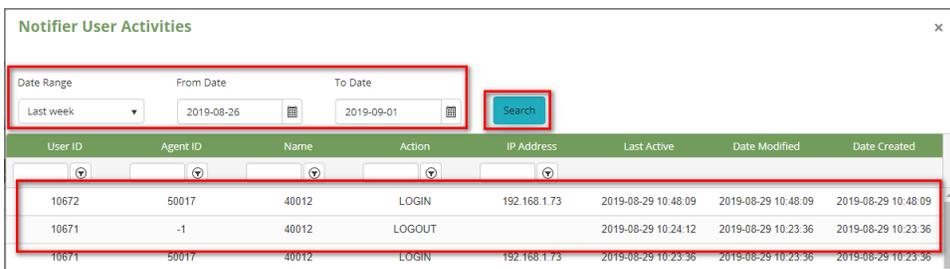
• **SEARCH NOTIFIER USER ACTIVITIES**

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.

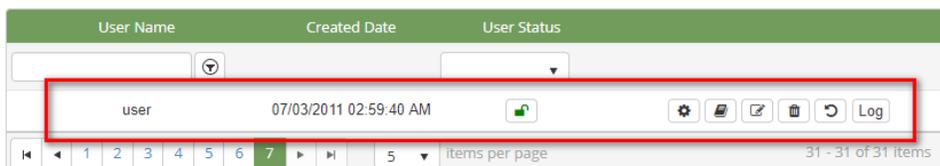


List notifier user activities will be showing on the screen.

• CHANGE USER'S PASSWORD

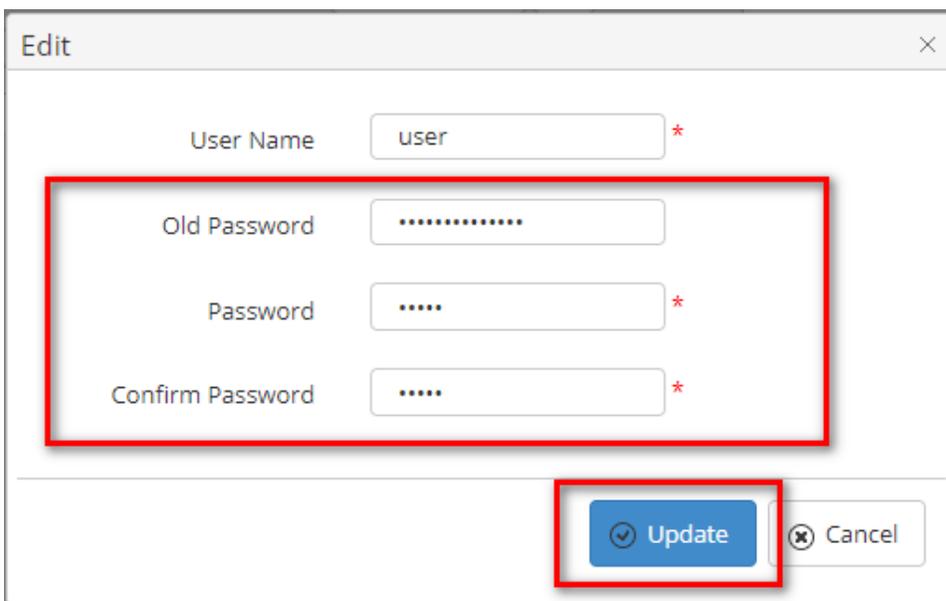
You can change the notifier user's account password from the Linkscope Web application. If you do not know your user's account password, you cannot change the password.

1. On **Notifier Users** table, select any row you want to change a new password.



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.



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



• 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	

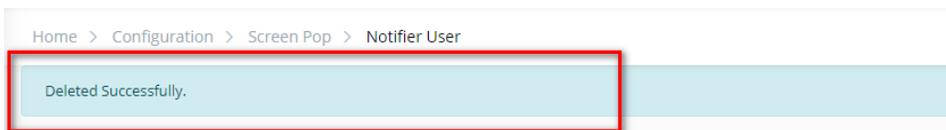
31 - 31 of 31 items

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?

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



• 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 *

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

Reset Password

New Password ***** *

Confirm Password ***** *

Close Save changes

4. Select **Save Changes**.

Reset Password

New Password ***** *

Confirm Password ***** *

Close Save changes

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	

5 items per page 31 - 31 of 31 items

2. Click **Log** 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 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	
<input type="text" value="user"/>			
user	07/03/2011 02:59:40 AM		Log
◀ ▶ 1 ▶▶		5 items per page	1 - 1 of 1 items

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

User Name	Created Date	User Status	
<input type="text"/>		<input type="text" value="Lock"/>	
40010	09/17/2018 14:39:24 PM		Log
Hello World	09/17/2018 13:59:21 PM		Log
◀ ▶ 1 ▶▶		20 items per page	1 - 2 of 2 items



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](#)