Managing Users

USERS The Users Workspace within Users & Groups on the Content Browser is where you manage user accounts. You can add and import users, modify and delete users and update Passports.

ACCESS THE USERS WORKSPACE Click Users & Groups in the Content Browser and select Users. The Users Workspace opens displaying the contents of the **Users** tab.

Manually Adding a Single User

1. Click **New User**. The New User dialog displays.
2. Enter values for the fields. You must complete the First Name, Last Name and User Name.
3. Click **Save**. The account is created and the **General** tab of the Edit User window displays.

4. Click each of the tabs and complete the fields as you like. If using MyView, you see a tab to create Family Relationships.
5. Click **Save**. You are returned to the **Users** tab of the Users Workspace.

To change a user password, Click **Reset Password**. Choose *Send a password reset email* to send a link users click to change their password. Choose *Reset password manually* to change it yourself—contact the user with their new password.

Passwords should be at least seven characters in length. They should include both alpha and numeric characters. Use special characters to increase password strength. Strengths vary from *Very Week* to *Very Strong*. You should not use sequenced or consecutive letters or numbers such as *12345*, *abcde* or *abc123*. Avoid using strings such as *qwerty*, *changeme* or *password*.

Importing Users

1. Prepare your CSV import file. You can obtain an example file by searching the **How Do I** tab (or, on the **Import Users** tab click **Import** and click the download a sample here link).
2. Click the **Import Users** tab and click **Import**.
3. Click **Browse** and locate your import CSV file and click **Continue**.
4. Map the fields in your import file. Note that you can map fields on three tabs; **General**, **Advanced** and **Other**.
5. Click **Import**. Users accounts are created and you are returned to the **Import Users** tab.

If using MyView, you see a tab you click to Import Family Relationships.

If you assign Passports and Groups in the CSV import file, list their ID Number (PASSPORT ID and GROUP ID) and **not** the Passport or Group Name. If there are multiple groups, separate each with a comma.

To create a Section for each user specified in the import file, activate the Use Section Robot to create a section for each user check box.

Blackboard®

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Updating Users

UPDATE USERS Allows you to modify information for multiple users all at once by running one import operation. Here's how you use **Update Users**.

1. Prepare your CSV update file. You can obtain an example file by searching the How Do I tab (or click the **Update Users** tab, click **Import** and click the download a sample here link).
2. Include the User Name or User Code of each user that you wish to update in the file. This is how user account records are identified and matched. In most cases you will include the User Name.
3. Enter new values for any of the fields available for updating for each user.
4. Click the **Update Users** tab and click **Import.**
5. Click **Browse** and locate your update CSV file and click **Continue**.
6. Map the fields in your update file. Map the User Name (or User Code) and **only** the fields that you wish to update. Note that any blank field that is mapped overwrites the existing information.
7. Click **Import**. Updates occur and you are returned to the **Update Users** tab.

Removing Users

Deleting users can be completed in one of three ways; delete individuals users, remove by group and rollback a user import.

DELETE AN INDIVIDUAL USER
1. Access the **Users** tab in the Users Workspace.
2. Use the **Filter** button to locate the specific user.
3. Click **Delete** located to the right of the user you wish to remove.
4. Click **Yes** on the confirmation dialog
5. The user account is moved to the Recycle Bin. Note that the account is out of service but has not been permanently deleted.

REMOVE BY GROUP
1. Access the **Users** tab in the Users Workspace.
2. Click **Remove by Group**.
3. Select the appropriate group of users to remove.
4. Click **Delete**.
5. Click **Yes** on the confirmation dialog.
6. This group of users will be moved to the Recycle Bin. Note that the accounts are out of service but the have not been permanently deleted.

ROLLBACK A USER IMPORT
1. Click the **Import Users** tab.
2. Click **Rollback** to the right of the import you wish to rollback.
3. Click **Yes** on the confirmation dialog. User accounts associated with the import are **PERMANENTLY** deleted. They **cannot** be restored.

The Recycle Bin

When individual or groups of users are removed, they are placed in the Recycle Bin. These accounts are no longer in service.
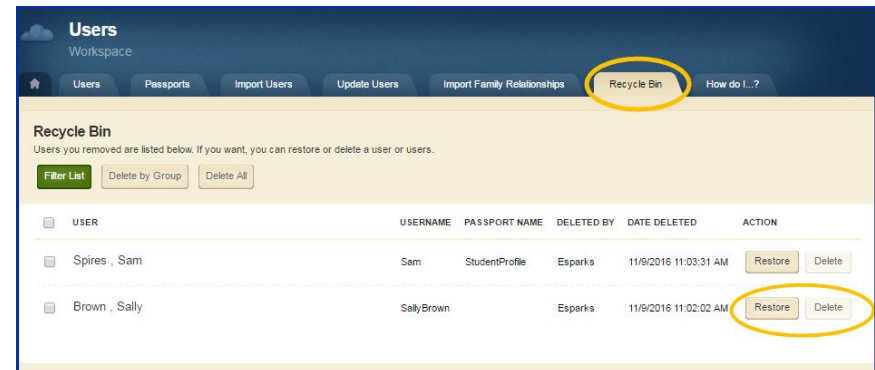
These users can be restored or they can be deleted permanently. Note that if you try to create a new user account using the same username as one in the Recycle Bin, you will receive an message stating that you already have a user with that name.

RESTORE A USER
1. Click the **Recycle Bin** tab.
2. Click **Restore** to the right of the user you wish to return to the Users Workspace.
3. Click **Yes** on the confirmation dialog.

PERMANENTLY DELETE A USER
1. Click the **Recycle Bin** tab.
2. Click **Delete** to the right of the user you wish to delete permanently.
3. Click **Yes** on the confirmation dialog.

Locked Users

After five consecutive incorrect sign in attempts, a user account is locked.

Here are three unlock options.
1. In the Users Workspace, click the **Lock** icon to the right of the user's name
2. In the Users Workspace, click **Unlock All Users**.
3. In Users & Groups Settings, activate the *Automatically Unlock User Account* check box and specify a number of hours. Locked accounts unlock after the specified number of hours passes.