New User creation

Is there more than one user type ?

There are three types of users in the Self-Serve Portal:

- **Admin**: This user profile can create additional users as needed for the selected customer entity
- **Standard**: This user profile cannot create additional users
- **Global**: This is a special user profile linked to multiple entities within the same customer group, allowing access to all entities with a single login

Designated Customer Administrator

FLAG will ask customers to designate one or more administrators. The admin profile will be responsible for adding, modifying, or deleting any required standard users

Data Privacy

- Portal users will only be created if they are valid contacts associated with the entity that owns the services provided by FLAG
- The designated customer administrator must approve the creation of any additional users
- Portal users will only have access to view, report, and manage the services owned by the customer entity, along with their associated company contact details

Can the user view be customized ?

If you need to customize the view for a customer, the customer administrator must submit a request to create a special user profile

Default user view

When a new user is created, they will, by default, have access to view the following portal sections:

- *Dashboard*
- *Case Management*
- *Order Management*
- *Inventory access view*
- *Contact Management*
- *User Guide*

If you need to customize the view, you can request one of the following options:

- *Case Management (View, Read only or None)*
- *Order Management (View, Read only or None)*
- *Inventory (View, Read only or None)*
- *Performance View (this is only for Layer 2 & Layer 3 services, and this is enabled per request only)*

Note: Only the Admin user profile will have access to the Manage Users section

Creating additional users

Please contact your Administrator if you need to create an additional standard user

How can I get a customized or non-standard user ?	Please ask your administrator to send a request to the FLAG Account Manager to create an Admin, Global, or customized view user

Details to be provided

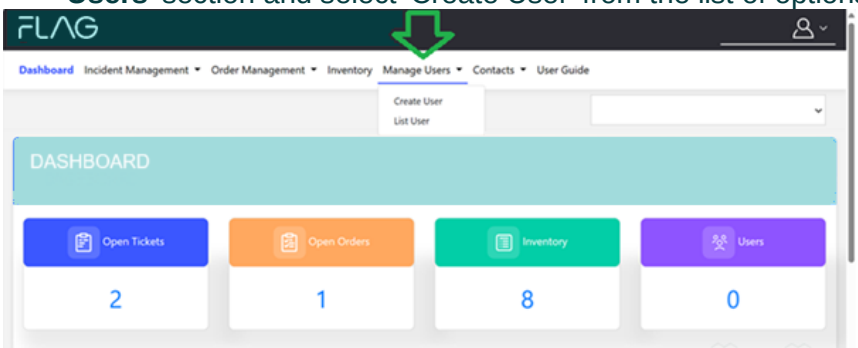
- **Full entity name** (or list of entities for a Global user profile)
- **Customer Account Number** (please contact your Account Manager if this number is unknown)
- **User's full name**
- **User's email address**
- **User's mobile number**
- **User's city**
- **User's country**

If you require a customized view, please specify the following:

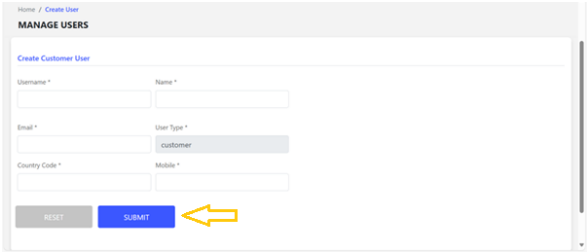
- ***Case Management*** *(View, Read only or None)*
- ***Order Management*** *(View, Read only or None)*
- ***Inventory*** *(View, Read only or None)*
- ***Performance View*** *(Only for Layer 2 & Layer 3 services, enabled upon request—please provide a list of service IDs)*

Creating additional users with and Admin login

- After logging in as an Admin user, navigate to the **'Manage Users'** section and select 'Create User' from the list of options



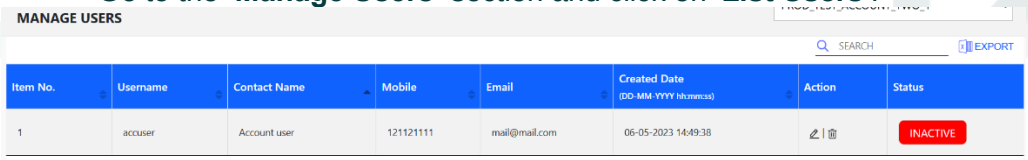
- Fill in the form, and click submit



- After creating a new user, you must activate the account. The system will only send the email confirmation once the Admin user has activated it.
  Follow the steps below to activate the user.

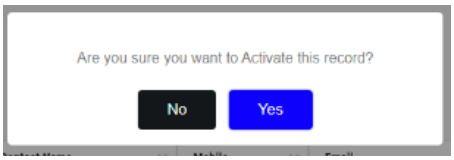
User activation

- Go to the **‘Manage Users’** section and click on **'List Users'**.



- In the '**Status**' column (the last column), users marked either as ‘ACTIVE’ or ‘INACTIVE’.
  Click on ‘INACTIVE’ to activate the selected use

- After clicking the system will prompt you to confirm that you want to activate the selected user.



Upon receiving confirmation, the system will notify you that the email has been sent to the user and the activation was successful.
The selected user will receive an email with a link to set their password and begin using the portal.

Contact Us

If you still need assistance, please reach out to our GNOC, and they will guide you through the process.