

# Digital Reception how to add & edit new users

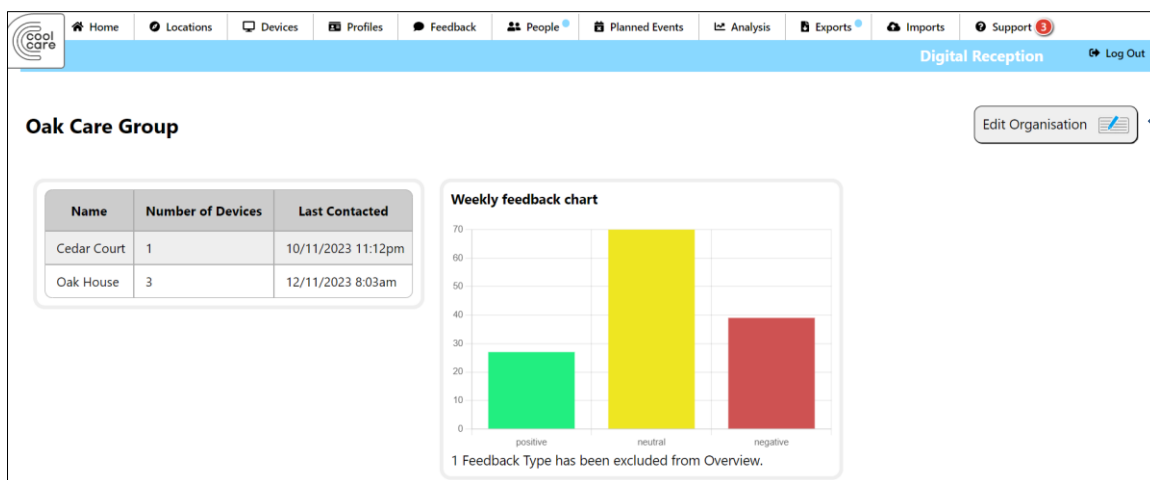
This guide will cover how to create new users in Digital Reception, assign them into the correct homes and how give them the correct access level to see information relevant to their role in your organisation. It will also show how to edit existing users.

## create a new user

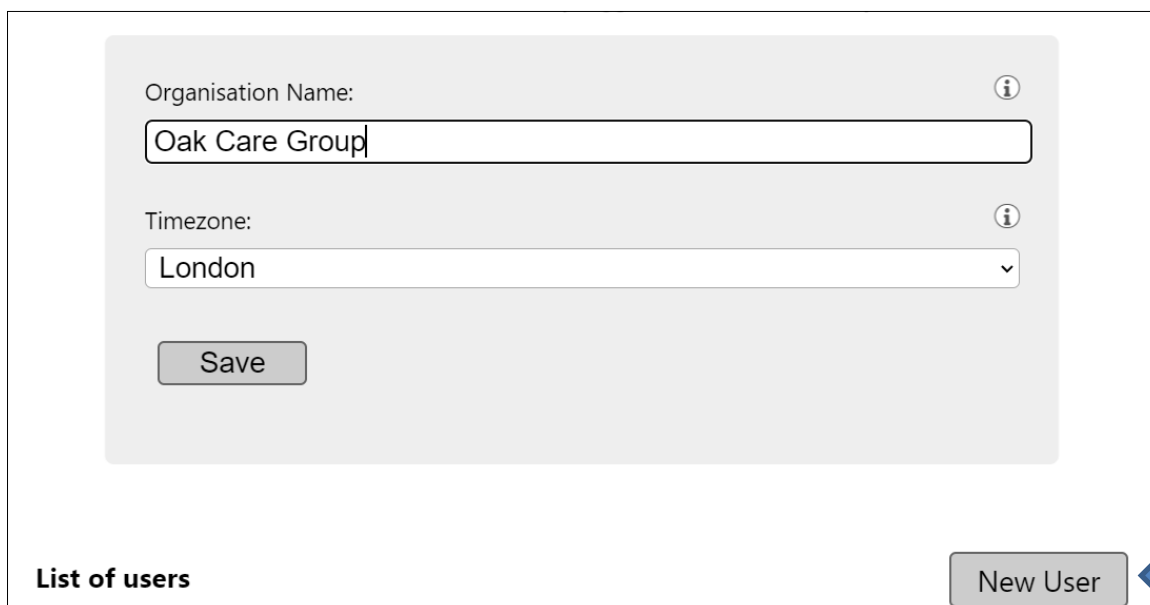
To create a new user, log in to Digital Reception and go to your home page.

- Edit organisation
- New user

**Handy Tips:** In edit organisation, you can also change the name of your organisation and time zone details.



The screenshot shows the 'Digital Reception' dashboard for 'Oak Care Group'. The top navigation bar includes links for Home, Locations, Devices, Profiles, Feedback, People, Planned Events, Analysis, Exports, Imports, and Support. A 'Log Out' button is in the top right. Below the navigation bar, the 'Oak Care Group' header is visible. On the right side of the header, there is an 'Edit Organisation' button with a pencil icon, which is highlighted by a large blue arrow. The main content area features a table with columns 'Name', 'Number of Devices', and 'Last Contacted'. The table lists 'Cedar Court' (1 device, 10/11/2023 11:12pm) and 'Oak House' (3 devices, 12/11/2023 8:03am). To the right of the table is a 'Weekly feedback chart' showing three bars: 'positive' (green, ~25), 'neutral' (yellow, ~70), and 'negative' (red, ~40). Below the chart, it states '1 Feedback Type has been excluded from Overview.'

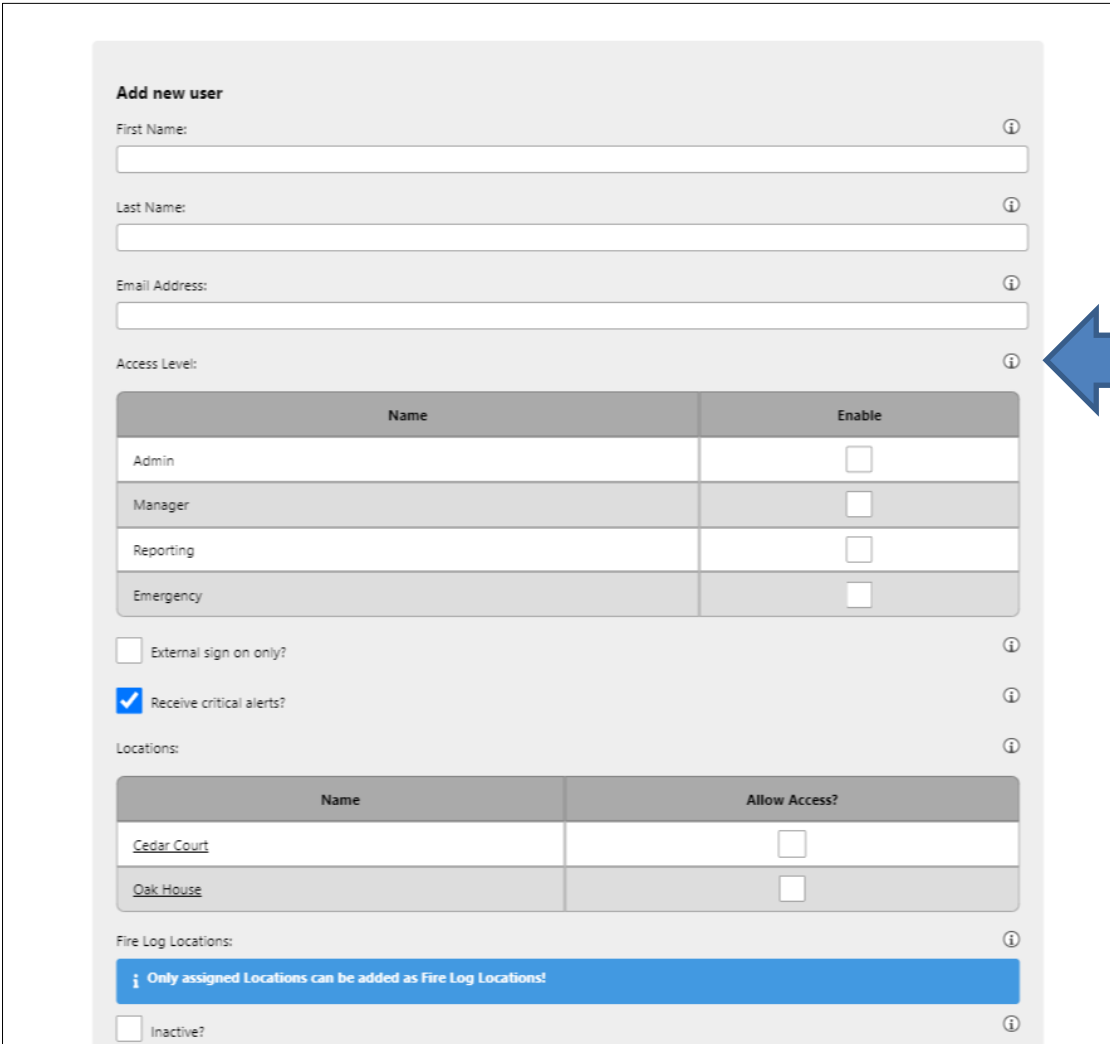


The screenshot shows the 'Edit Organisation' form. It has a light gray background. The form contains two input fields: 'Organisation Name' with the value 'Oak Care Group' and 'Timezone' with the value 'London'. Both fields have an information icon (i) to their right. Below the fields is a 'Save' button. At the bottom left of the form, there is a 'List of users' link. At the bottom right, there is a 'New User' button, which is highlighted by a large blue arrow.

To create a new user, you will need to add the following information.

- First name
- Last name
- Email address
- Access level
  - Admin (read and write access for every page)
  - Manager (read and write access for every page, write access for feedback actions, planned events, people and relationships)
  - Reporting (read access for every page but no write access)
  - Emergency (read access only to fire logs, no read or write access to any other pages)
- External sign on only (when set to on, this user will be able to sign in using external sign in providers like Google or Microsoft)
- Receive critical alerts (when set to on this user will be sent critical alert emails when security breaches are detected, they will only receive alerts from locations/homes that they have access to)
- Locations (choose which homes on Digital Reception this user will have access to)
- Fire log locations (any location/home this user is assigned to can also be set as a fire log location. Which means whenever an emergency fire log is accessed on a device at any one of this user's fire log locations, the user will be emailed a link to the fire log)
- Then Save the user

**Handy Tips:** The **i** buttons on Digital Reception will give you extra information and system guidance. These are located throughout Digital Reception.



**Add new user**

First Name:

Last Name:

Email Address:

Access Level:

Name	Enable
Admin	<input type="checkbox"/>
Manager	<input type="checkbox"/>
Reporting	<input type="checkbox"/>
Emergency	<input type="checkbox"/>

☐ External sign on only?

☒ Receive critical alerts?

Locations:

Name	Allow Access?
Cedar Court	<input type="checkbox"/>
Oak House	<input type="checkbox"/>

Fire Log Locations:

**i Only assigned Locations can be added as Fire Log Locations!**

☐ Inactive?

## how to edit an existing user

Once you've created new users on Digital Reception you can go and back and edit important information like email details and access rights.

To edit an existing user, log in to Digital Reception and go to your home page.

- Edit organisation (scroll down to see existing user accounts)
- List of users (select appropriate user account)

**Edit user**

First Name: i

Last Name: i

Email Address: i

Access Level: i

Name	Enable
Admin	<input checked="" type="checkbox"/>
Manager	<input type="checkbox"/>
Reporting	<input type="checkbox"/>
Emergency	<input type="checkbox"/>

☐ External sign on only? i

☒ Receive critical alerts? i

Locations: i

**Handy tips:** When editing users, you can set an account as inactive, this means that user will not be able to sign into Digital Reception until their account is reactivated.

**Handy tips:** If a user forgets their password or needs to reset it, you'll be able to request a password email reset.

Locations: ⓘ

Name	Allow Access?
<a href="#">Cedar Court</a>	<input checked="" type="checkbox"/>
<a href="#">Oak House</a>	<input checked="" type="checkbox"/>

Fire Log Locations: ⓘ

Name	Send Emergency Fire Log Emails?
<a href="#">Cedar Court</a>	<input checked="" type="checkbox"/>
<a href="#">Oak House</a>	<input checked="" type="checkbox"/>

☐ Inactive? ⓘ

[Email Password Reset](#) ⓘ

[Save](#)