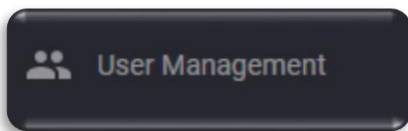


Your monitored estate
at your fingertips



User Management



To create a new user, first go to 'User Management' on the left side of the main page.

Name	Access Level	User Type	Email	Enabled	Verified	2FA	Edit
Richard Payne	Administrator	SMC User	[REDACTED]	✓	✓	✗	Edit

Here you will be presented with a list of the users you currently have. Select 'add new user.'



User Information

Email Address*

First Name*

Last Name*

Phone Number

Mobile Number

NEXT STEP

Enter the details of the user and click "Next Step".



The “User Type” Box will give you three options to choose from; service company, end user or corporate user.



Service company user = Engineer or alarm company office staff.

End user = Customer access.

Corporate User = For use with corporate accounts.

After selecting which user role you require, then select the access level for this user.



End user = Customer access, usually for one or a small number of specific sites.

Engineer = For use when setting up an engineer. For anyone who doesn't need the facility to change permissions. They will have access to change keyholders and see data and place systems on test.

User = Usually office administrators will need this permission. Anyone who doesn't need the facility to change permissions. They will have access to change keyholders and see data.

Super user = Unlimited access. Super users can add, remove and edit users as well as change permissions.

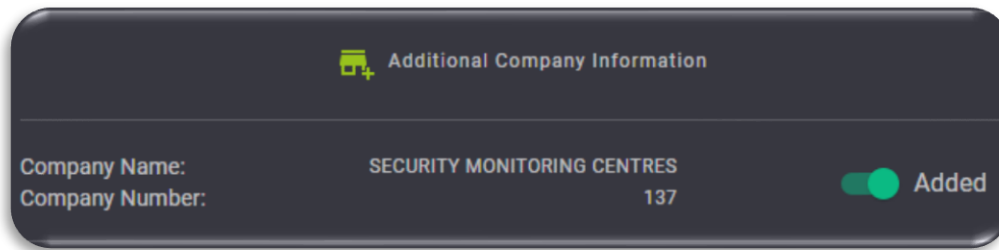
They will have access to change keyholders and see data etc.

You can use pre defined permissions or create your own by ticking or unticking the required boxes.

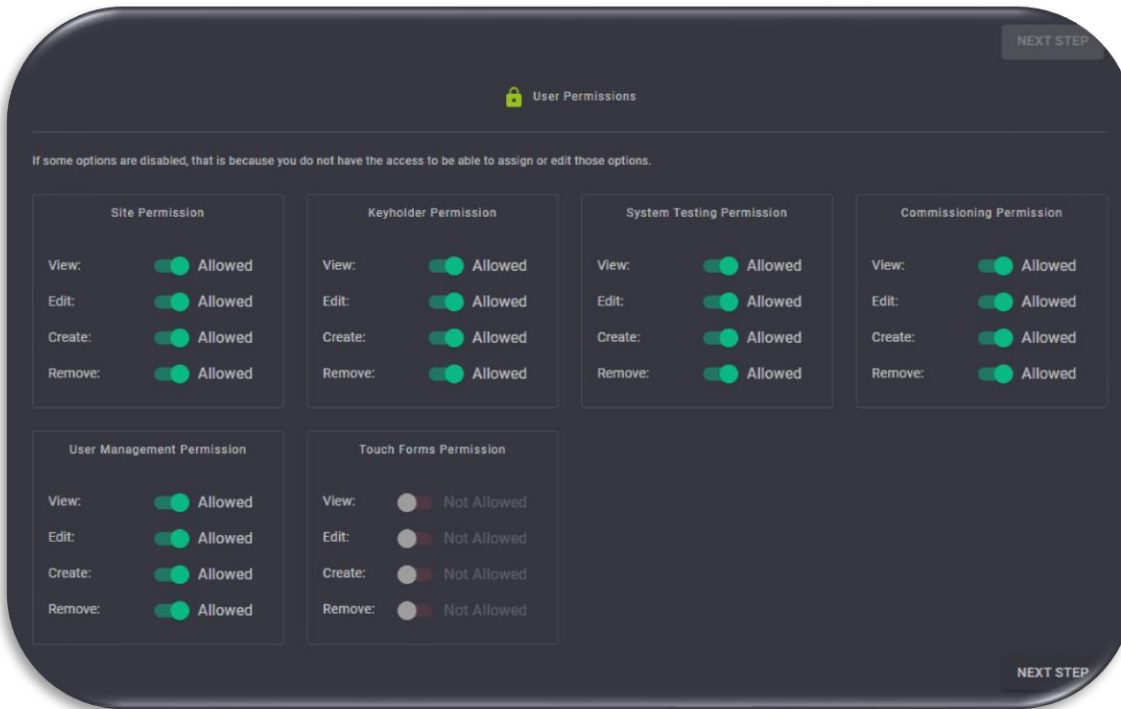
Super User

Super users are users who will have the highest level of access. They are given designated permissions to allow them to create new users within TOUCH.

When creating a super user they will automatically be granted **all** user permissions:



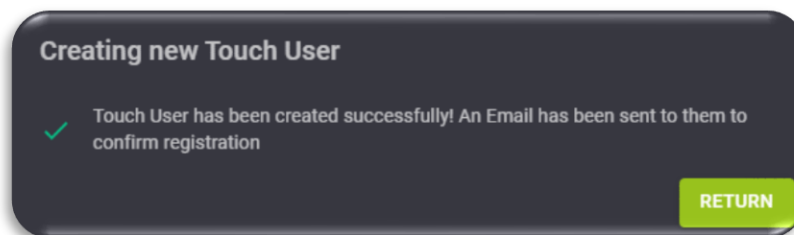
Ensure the company is added.



Click "Next Step" followed by "Create New User".



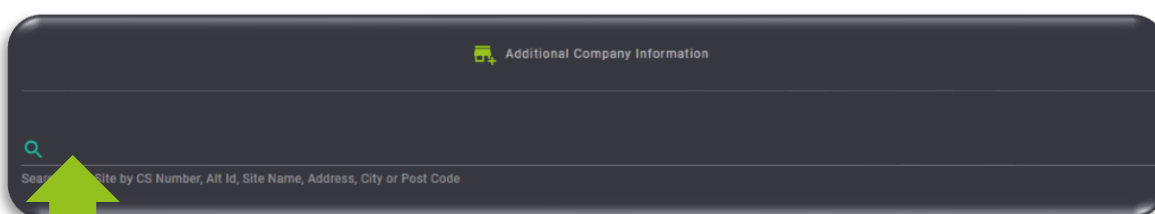
When the user has successfully been created, you will be presented with this message.



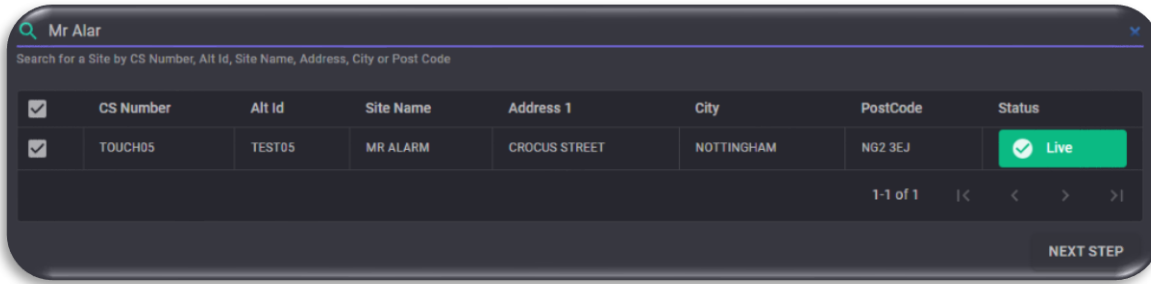
End User

When giving an end user access, you must specify what site(s) they are allowed access too.

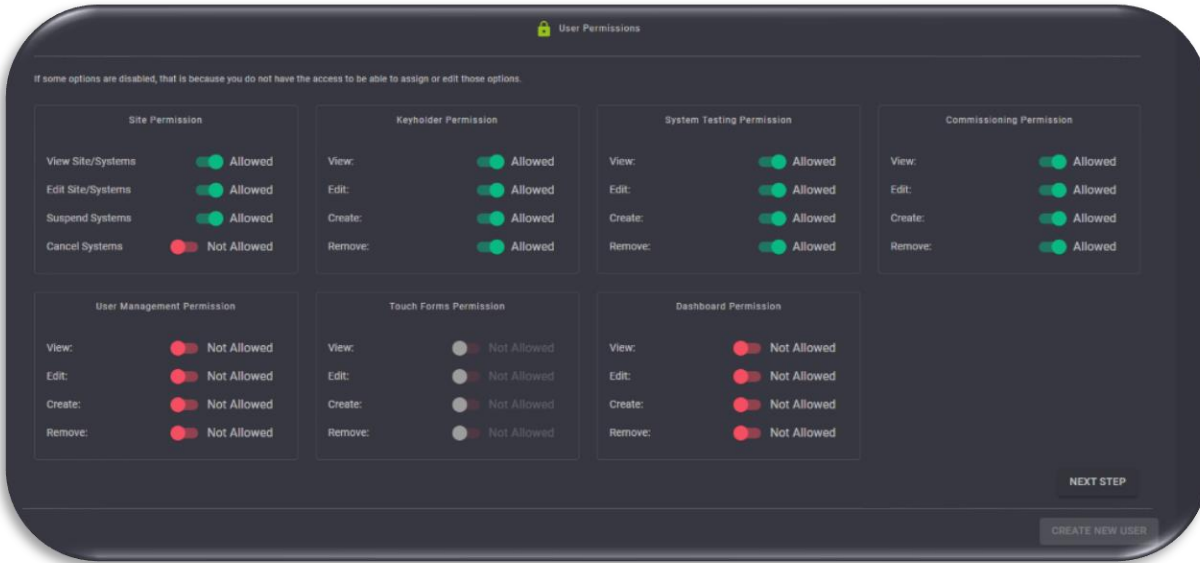
Access must only be given to an end user for the site(s) they are authorised to view.



Use the search box to find the site(s) the end user needs access to and tick the relevant site(s) and press “Next Step”.



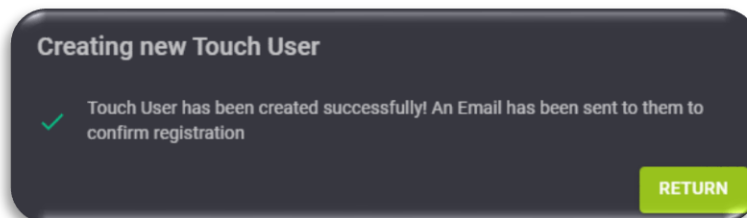
Next you will need to assign the permissions the end user should and should not have access to:



Click “Next Step” followed by “Create New User”.

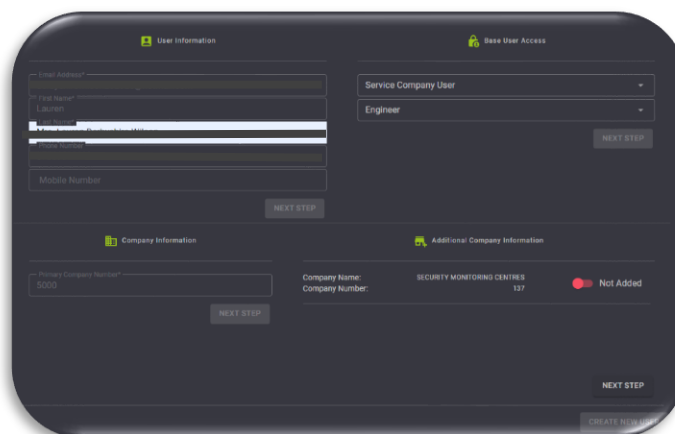


When the user has successfully been created, you will be presented with this message.

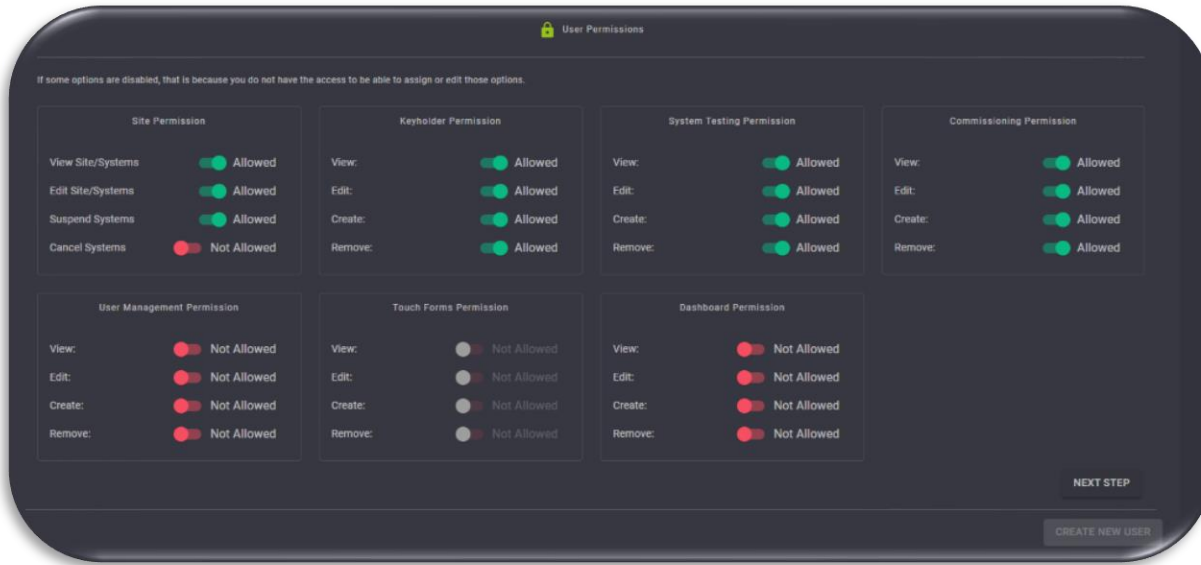


Engineer

Engineers will be given access to all sites therefore there will be no prompt to search for specific sites.



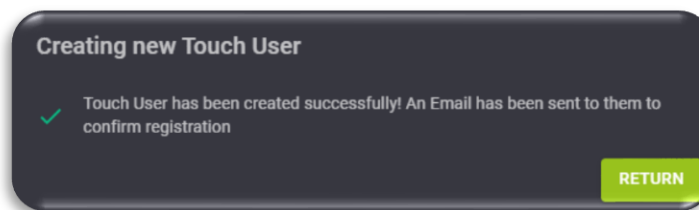
Next you will need to assign the required access permissions the engineer should have:



Click "Next Step" followed by "Create New User".



When the user has successfully been created, you will be presented with this message.

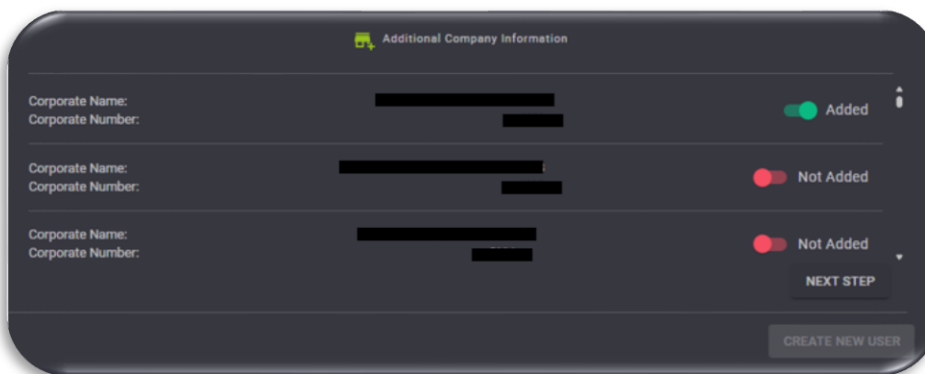


Corporate

When setting a corporate user up they will be given access only to the corporate number you have chosen for them.

Once you have chosen "Corporate User" for the User Type and "User" for the Access Level, it will automatically assign the 'Primary Company Number' for your alarm company.

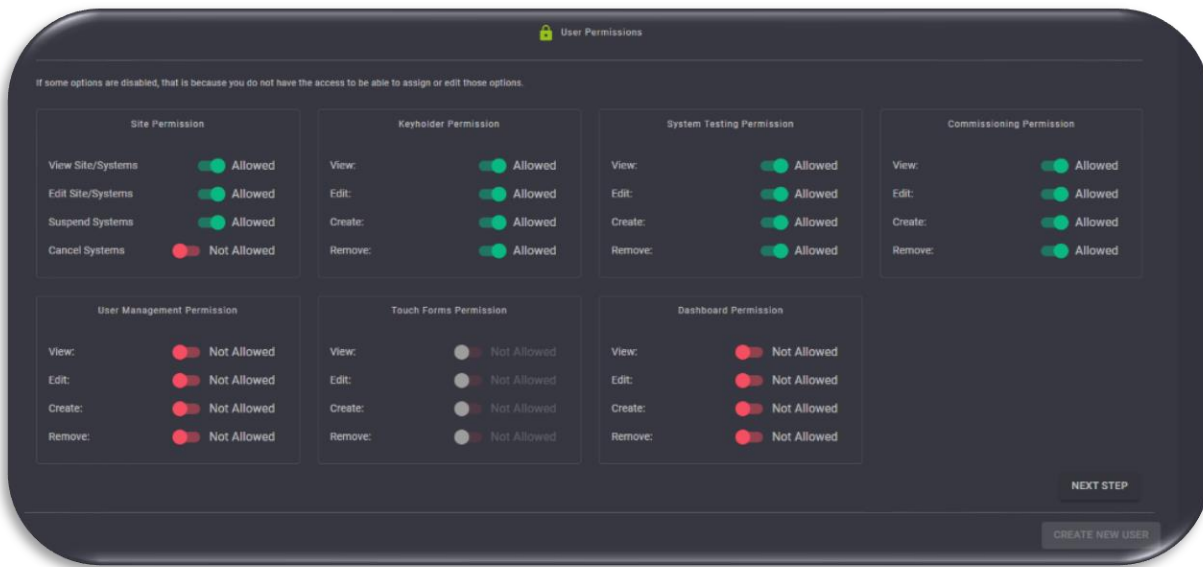
You will then be presented with the list of your corporate account numbers.



Simply find the corporate number you need for this user and toggle.



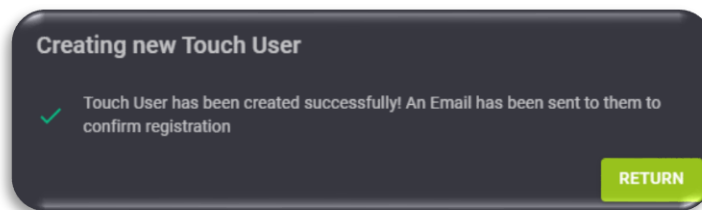
Next you will need to assign the desired permissions for the corporate user:



Click “Next Step” followed by “Create New User”.



When the user has successfully been created, you will be presented with this message.



Password and Confirmation

Once the user is created, they will receive a confirmation email. Using the link provided, the user can now create a password and their Touch account will become live.

