Chapter 4

Managing Users

4.1 End Users

Helix allows creating any number of users, each with their own unique login. Each user can customize his/her own timezone, display preferences and default filters. For audit and security purposes, each user should have their own login into Helix.

There are two types of end users:

- read write
- read only

The read-only users are only permitted to view the system but not allowed to edit any parameters. All read-write users have the same permissions, and are permitted to edit any operating parameter.

All end users belong to the default Department which is setup by default and should not be changed.

4.2 Admin User

In order to create new users, you must log into the system as the Helix administrator ("admin"). The admin user can manage end users, and also runs the network discovery to populate the system with devices upon initial installation.

4.3 Managing End-Users

4.3.1 To create a new user:

1. Click the MANAGE tab.

2. On the Manage Departments page, find the Department to which you want to add a user and click **Create User**.
3. In the **Role** field, select the new user's role (Read-Only or Read-Write).
4. Fill in all required fields, which are marked with an asterisk (*).
5. Optionally, enter additional information in the fields not marked with an asterisk.

6. Click **Create User**.

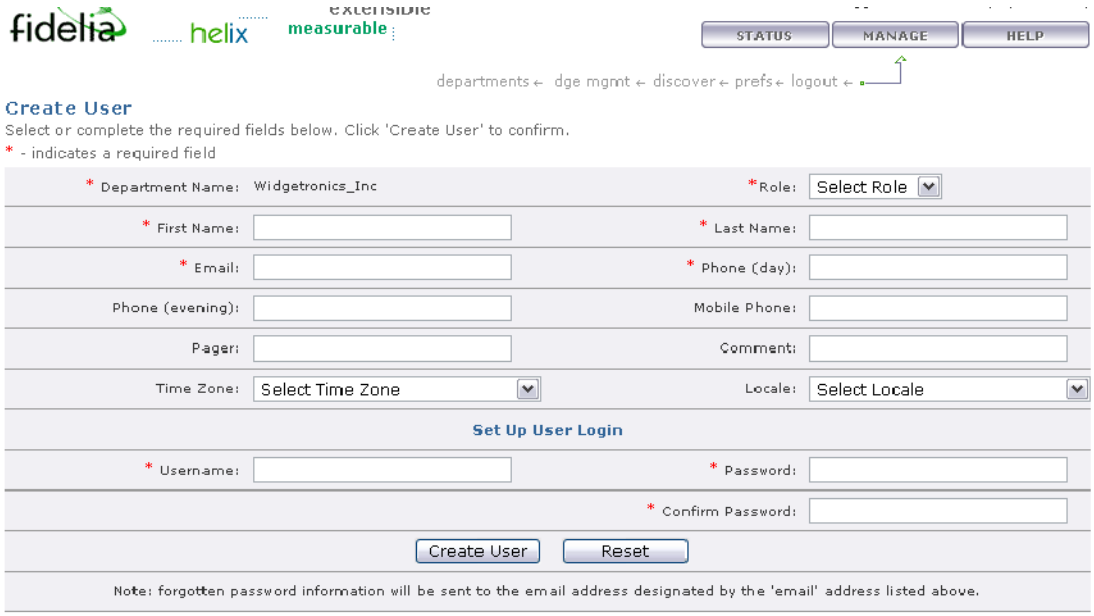

Figure 4.1 *Creating a new user*

4.3.2 To update a user:

7. Click `MANAGE | search users`.

8. On the Search Users page, select the field(s) on which you want to search and enter the keyword(s) in the **Enter keyword(s) here** field. Note that keyword searches are case sensitive. For example, to find all users whose first name is John, select **First Name**, and enter "John" as the keyword.
9. Click **Search Users** to begin the user search.
10. On the User Search Results page, find the user you want to update and click **Update** in the **Modify** column.
11. On the Update User page, make the desired changes to the user's information, and then click **Update User**.

4.3.3 To delete a user:

WARNING Deleting a user permanently removes the user and all information associated with that user from the database. **USER DELETIONS ARE NOT REVERSIBLE.** We recommend that you suspend users instead of deleting them.

12. Click `MANAGE | search users`.
13. On the Search Users page, select the field(s) on which you want to search and enter the keyword(s) in the **Enter keyword(s) here** field. Note that keyword searches are case sensitive. For example, to find all users whose first name is John, select **First Name**, and enter "John" as the keyword.
14. Click **Search Users** to begin the user search.
15. On the User Search Results page, find the user you want to delete and click **Delete** in the **Modify** column.
16. If you are sure that you want to delete the user, click **Delete** in the confirmation screen that appears.