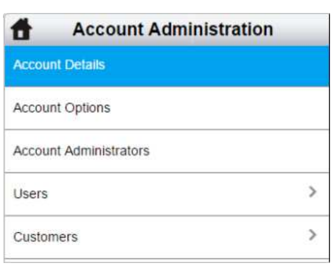
Administration

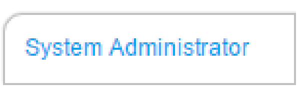
Administration screen helps the Account Administrator to manage a user's company account details through five different options.



Account details

In this screen a company's contact information is maintained.
Enter the company information: name, address, city, state, zip code, country, phone number, fax and website at the respective fields.

- Click on the *System Administrator* link.
  Only current System Administrator can edit this field.



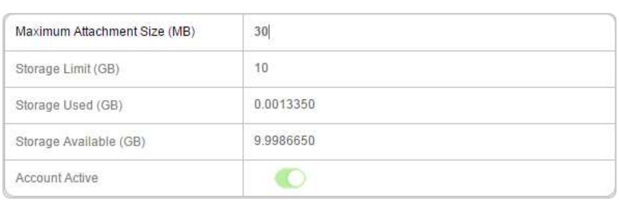
- Select the name of the system Administrator.

- At the *Account Contact* field, specify the name of the company's contact who manages the account with eWorkplace Apps.
- Specify the email address of the account contact at the *Account Contact Email* field.
- Click on *Save*.

Account Options

In this screen, account options for a company are managed. On the screen that appears, you will find the following fields:

- Maximum Attachment Size: At this field, specify the maximum size of an attachment allowed to upload. The size should be between 1 to 50 MB.
- Storage Limit: The limit for the aggregate of all attachments uploaded by company users is 10 GB and is pre-determined.



- Storage Used: This field displays the storage capacity used by users by adding attachments.
- Storage Available: This field specifies the free storage space available to add new attachments.
- Account Status Active: This field indicates if the account is Active or not. This is a read only field.
- Click on *Save*.

Account Administrators

In this screen a System Administrator or an Account Administrator may add or remove other users as Account Administrators. There can be more than one Account Administrator in a company.

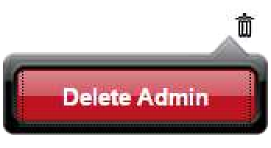
Adding a user

- Click on *Add Account Administrator* **+**.
- The window displaying different users appears. Select the intended user.
  Click on *Select*.

The selected user appears on the Account Administrators screen.

Deleting a user

Click on *Delete* button, available in front of the user's name, to delete the intended user.

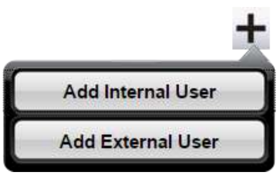


Users

Using Users option, the Administrator can add a new user.

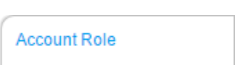
To execute the same:

- Click on *Add User* **+** button.
- Select the type as *Internal* or *External* as required.

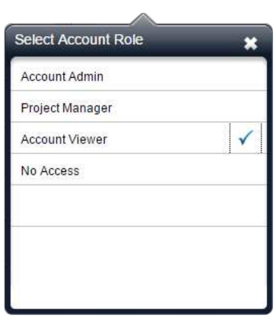


- Enter the first name, last name and email address at the respective fields.

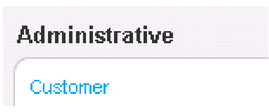
- If the User is an internal user, then click on the *Account Role* link.



The window displaying different account permissions appears.



If the user is an external user, then click on the *Customer* link. The window displaying different customers appears. Select the intended option.



Note: Depending on the user type selected above, the field option changes accordingly.

- Specify the additional information to be associated with the user at the *Notes* field.

- Click on *Save*.

Customers

In this screen, the company's customer information is maintained. Also, the user associated with the respective customer can be viewed.

To maintain the same:

- Click on *Customers* option available in left pane.
- Click on *Add Customer* **+**.
- On the screen appears, you will see the fields for specifying the customer information: name, description, address, city, state, zip code, country, phone number, fax and website. Enter the details at the respective fields.

- Toggle the *Active* option to make respective customer available for selection at intended fields of Issue Tracker.

- Click on *Save*.
- Now, to view the external users associated with the respective customer, click on the *User tab*.

The screen that appears lists the associated external users.