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Genesys Administrator Extension Help

Creating User Accounts

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To create a user account, perform the following steps:

1. In the header, go to Accounts > System > User Accounts.
2. In the User Accounts panel, click the New button.
3. Enter information in the following fields:
 - User Name—The user name that will be used to log in.

Important

The User Name field must be unique in the environment.

- First Name—The first name of the user.
- Last Name—The last name of the user.
- E-mail Address—The e-mail address of the user.
- Tenant and Folder—The tenant and folder to which this user belongs. You can type the name of a tenant in the Quick Filter field, or you can click the Browse icon to select a tenant from a list.
- Agent—A check box that you can select to indicate that this user is an agent.
- Employee ID—The ID number of the employee.

Important

The Employee ID field must be unique in the environment.

- Password—The password that will be used to log in.
- Confirm Password—Re-enter the password to confirm accuracy. This value must match the value that is entered in the Password field.
- Force Password Reset on Next Login—A check box that, if selected, will prompt the user to enter a new password upon the next login.

Important

The Force Password Reset on Next Login option displays only if Genesys Administrator Extension connects to Management Framework 8.1.1 or higher. Please see the [Genesys 8.5.x Security Deployment Guide](#) for more information about resetting passwords.

- External ID—The external ID of the employee.
- Enter application ranks in the Application Ranks section. Click the New button to add an application rank. A new panel opens to the right and contains two drop-down menus: Application Type and Application Rank. Select an application in the Application Type drop-down menu, and then select a rank in the Application Rank drop-down menu. Click the OK button to add the settings to the Application Ranks section.

Important

- The Application Ranks functionality allows GUI applications to control which of their functions are available to the currently logged-in user. Consult the manuals for the Genesys GUI applications to see if those applications are using ranks to enable or block certain functions. If a manual does not have any references to ranks, the related applications do not use ranks in any way, and you do not need to specify the user's ranks with respect to the related application.
- Do not confuse application ranks with Configuration Database permissions. Applications themselves verify ranks, which specify what functionality is available to a user with regard to an application. Configuration Server verifies permissions, which specify a level of access to the objects in the Configuration Database.

4. Click the Save button.