

GENESYS

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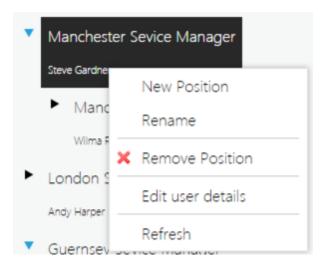
Performance DNA Administrator Guide

Creating and Managing Users

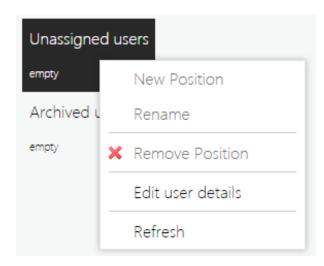
Creating and Managing Users

If the hierarchy is maintained through integration into a HR system or by importing data, there will be no requirement to manually make any changes as this will be managed automatically.

There are two options when creating a new user. To create a new user to assign to a new position, first create the new position and then right-click and select **Edit user details**. This will allow you to create a new user and automatically assign them to the position.



To create a new user to assign to an existing position, first right-click the position you wish to assign the user to, and select **Edit user details**.



Click Create New User.



A template will be presented similar to the example below (the field names will vary based on your organization's field names).

Enter the information as required and select **Create** to save the new user details.



The newly created user will then be assigned to the position.

You can also archive and forget a user. See the next topic Archiving and Forgetting Users for more information.