

About customer users

For Customer Administrators: Users (also known as *customer users*) are your customers' employees. You or any Customer Administrators can create users, assign user roles, and set the level of access to jobs for each user.

After you create a Customer account, you add one or more users to the account.

For Customer Administrators and Customer Users: Customer users are people who use the software to create jobs, administer the customer accounts, browse your jobs, and so on. As a user, you may be able to edit customer information, assign roles to users, and set the level of access to jobs for each user. Your ability to do these actions depends on the role that you have been assigned.

Tips for creating users

When creating new users:

For staff users:

- Create at least one user who has full administrative rights (Customer Administrator). This user can then add other users within the customer account, assigning them the roles needed to perform actions.

For staff users and customer users:

- Create an individual account for each person who accesses the software and encourage people not to share their logon information (user name and password) with other users.
- Develop a naming convention for the user name. Consider using a convention such as <First nameLast name> or <First initialLast name> for the user name—for example, JohnSmith or JSmith.
Each user name must be unique. Identifying a naming convention makes your system easier to manage.
- Let people select their own passwords.
You can assign a temporary password and let the person change it later. People should feel confident that their passwords are private and secure. You cannot view another person's password, but, if you have the Modify Customer right, you can reset passwords. Passwords are case-sensitive and must be at least four characters long.
- Use strong passwords.
Strong passwords are passwords that are not easily guessed or broken. The printer may require strong passwords that must be eight characters long.