

---

## How To Add & Manage Users

<b>Situation</b>	You need to add users, reset a user's password, add a user alias, or delete a user.
<b>Solution</b>	See the below instructions on how to: <ol style="list-style-type: none"><li>1. Manually add users.</li><li>2. Reset a user's password.</li><li>3. Update a user.</li><li>4. Delete a user.</li><li>5. Add an alias to a user.</li></ol>

---

## Managing Users

Users and groups are accessed in the User Interface under Administration > User Management. Users and groups can be added manually or through LDAP Discovery or CSV upload.

See [Importing users](#) for import instructions.

An administrator can add a user and group by providing basic details through a web form. Users can only be added if their SMTP address domain has already been registered.

### TO Manually ADD A USER:

1. Navigate to **Administration > User Management > Users**.



2. Click **Add a User**.
3. Fill in the required information (\*Required Fields).

<b>First Name</b>	First name of the user.
<b>Surname</b>	The last name (surname) of the user.
<b>*Email Address</b>	The primary email address of the user.
<b>*Role</b>	The level of privileges for the user.

4. Click **Save**.

When you create an End User, a welcome email is sent by default. Users will be directed to click on an encoded URL in order to set their own password.

**Keep in mind, after creating a new user there is a propagation time up to 60 minutes for emails to be sent or received by the new user account.**

For general User Management information, watch the below video. Specific steps are printed below the video as well.

Media, iframe, embed and object tags are not supported inside of a PDF.

#### **TO RESET A USERS PASSWORD:**

1. Navigate to **Administration > User Management > Users**.
2. Locate the user you wish to update.

If you have a lot of users, consider using the *Search* option to find them more quickly.

3. From the *Name/Email Address* column, click on the user's name OR **Edit** in the *Actions* column.
4. Click **Reset Password**.

This will automatically send the user an email with a link to create a new password.

#### **TO UPDATE A USER:**

1. Navigate to **Administration > User Management > Users**.
2. Locate the user you wish to update.
3. From the *Name/Email Address* column, click the user's name OR **Edit** in the *Actions* column.
4. Update information as needed.
5. Click **Save**.

#### **TO DELETE A USER:**

1. Navigate to **Administration > User Management > Users**.



2. In the *Name/Email Address* column, locate the user you wish to delete.
3. Check the checkbox next to the user.
4. From the menu at the top of the page, select **Delete User**.
5. Click **OK** to confirm deletion.

## TO ADD AN ALIAS TO A USER:

1. Navigate to **Administration > User Management > Users**.
2. In the *Name/Email Address* column, click on the name of the user you wish to add the alias to.
3. Click **Aliases** from the menu at the top of the page.
4. Click **Add Alias**.
5. Type the alias into the text box.
6. Click **Save**.
7. Repeat as necessary.

---

## Admin accounts

With how the Proofpoint Essentials system works, an admin account is provisioned during the initial creation phase. This admin account has a special permission and that it may not be updated in some cases. The most notable item is that aliases cannot be added properly. You may need to contact support if you run into this condition. cannot be updated

