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User's Guide

ProCloud Analytics Deployment Guide

ProCloud Analytics is a complete cloud-based solution that supplies data analytics gathered from its users in a Wi-Fi setting. ProCloud Analytics provides carriers, managed service providers, and organizations valuable insights into a mobile user's behavior, including how often a customer visits, how long they stay, and the type of device used on the network.

Using social media logins or a customized portal, organizations can obtain detailed demographic information such as age, gender, interests, and geographical location making it possible to send customized offers and communications to its Wi-Fi users.

This guide is divided into two sections based on the ProCloud management menus:

- *Customers Management on page 3*
- *Users Management on page 18*

Overview

When setting up ProCloud Analytics for your Wi-Fi environment, you will categorize specific areas as a venues, group, and subgroups. At the top level is the venue. If your business consists of a single facility with a single purpose, you will need only one venue. If your business has multiple locations, then you would typically set up a venue for each location. You can use groups to categorize your venues. If your business has a single location (a single venue), but within that location are distinct areas – bar, conference center, and guest rooms – you could make each area its own group and have unique splash pages and customer journeys for each group. Creating sub-groups allows you to have further granularity within an individual group.

ADTRAN will load your access points into your customer account on ProCloud Analytics. You may wish to group your access points into groups and venues so that the data from those access points can be aggregated. Venues can be grouped geographical or by site type. Here are some examples for Ray's Steakhouse whose venues are grouped geographically and Ocean Hotels whose venues are grouped by site type:

Customer - Ray's Steakhouse

- **Group** - Ray's Steakhouse - Americas
  - **Venue** - Ray's Steakhouse LA
  - **Venue** - Ray's Steakhouse Atlanta
  - **Venue** - Ray's Steakhouse NYC
- **Group** - Ray's Steakhouse - Asia
  - **Venue** - Ray's Steakhouse - Tokyo
  - **Venue** - Ray's Steakhouse - Shanghai

Customer - Ocean Hotels

- **Group** - Ocean Hotels - Bars
  - **Venue** - Ocean Hotel - LA Bar
  - **Venue** - Ocean Hotel - NYC Bar
  - **Venue** - Ocean Hotel - Miami Bar
- **Group** - Ocean Hotels - Conference Centers
  - **Venue** - Ocean Hotel - LA CC
  - **Venue** - Ocean Hotel - NYC CC
- **Group** - Ocean Hotels - Guest Rooms
  - **Venue** - Ocean Hotel - LA GR
  - **Venue** - Ocean Hotel - NYC GR
  - **Venue** - Ocean Hotel - Miami GR

Management

To access the ProCloud Analytics Management menus:

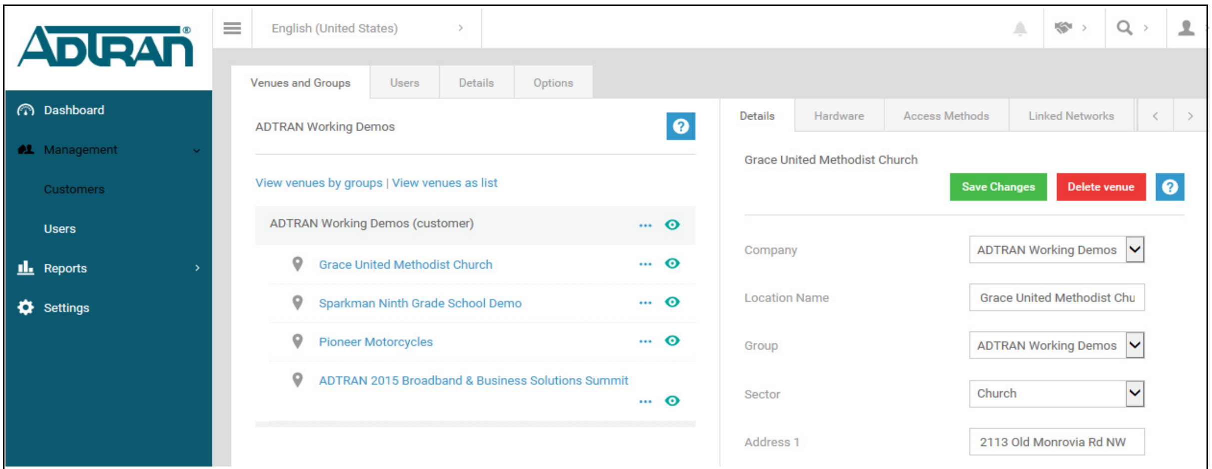
1. Log into management portal at https://analytics.adtranprocloud.com/login with your **Username** and **Password**.

   The **Venue Map** tab will appear. All previously created venues will appear on the map. The **Venue List** tab provides a list of customer's venues. Venues can be edited or deleted from this level.

2. Select the blue Question Mark icon in the upper right-hand corner of any menu for a page tour.
3. Select the expansion arrow next to **Management** in the left-hand menu.

   The ProCloud Analytics management menu offers two options:

   - *Customers Management on page 3*
   - *Users Management on page 18*



Menu **Customer Management Area** **Venue Management Area**

Customers Management

The **Customers** management area contains a list of previously created customers, groups, and venues. New customers, groups, and venues can be created in this area. To access the **Customers** menus:

1. Navigate to **Management > Customers** in the left-hand menu. You will be presented with a list of previously created customers.
2. Select the expansion arrow next a customer's name to see a list of groups and venues for that customer. Groups and venues can be created or deleted at the customer level.
3. Select the expansion arrow next to a group name to display a list of subgroups and venues within that group. Subgroups and venues can be created, edited, or deleted at the group level.
4. Select any venue name to see details for that venue. Venues can be edited or deleted from the venue level. To save time, existing venues can be duplicated and changed as needed to create new venues.

Hovering your cursor over the Ellipsis icon next to the customer’s, group’s, or venue’s name will reveal the following available options:

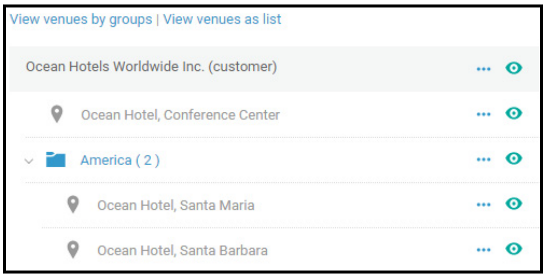
-  (Add Venue icon) adds a venue.
-  (Add Group icon) adds a group.
-  (Edit icon) edits a group or venue.
-  (Duplicate icon) duplicates a venue.
-  (Delete icon) deletes a group or venue.

The **Customers** management area has four tabs from which you can edit and delete customer, group, and venue details. The following tabs are available in the customer management area:

- *Venues and Groups Tab* allows you to edit and delete a customer’s venue and group details.
- *Customer Users Tab* shows a list of the customer’s users and allows editing of the user’s details.
- *Customer Details Tab* shows the customer’s details and allows editing of the details.
- *Customer Options Tab* allows you to set certain customer-specific options.
- *Customer Tiered Bandwidth Tab (Future Release)* allows customers to charge users for access.

Venues and Groups Tab

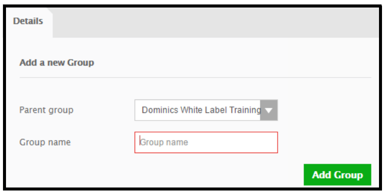
If a group or venue has been created already, it will be displayed in the list below the customer’s name. Selecting the arrow next to a group name will expand and show any venues within that group.



Adding a New Group

You can add a new group to a customer or another group.

1. To add a new group hover your cursor over the Ellipsis icon next to the customer’s or group’s name, and select the Add Group icon. The **Add a new Group** menu will appear on the right-hand side of the screen.



2. The **Parent group** field will already be populated with the parent group's name. Enter a name for the group in the **Group name** field, and select **Add Group**. The new group will appear in the list. To reorder the group list, hover the cursor over the group name until the Crossed Arrow icon appears, then drag and drop into the desired order.

Adding a New Venue

You can add a new venue to a customer or a group.

1. You can duplicate an existing venue using the Duplicate icon and move the duplicate into the group you just created. Hover over the a venue until the cursor changes to the Crossed Arrows icon, then drag and drop the venue into the group.
2. To create a new venue, hover your cursor over the Ellipsis icon next to the customer's or group's name, and select the Add Venue icon. You will be asked if you want to create your new venue using the venue wizard and presented with the following options:
   - **No, use standard**
   - **Yes, use wizard**
3. If you select **No, use standard**, the **Add a new Venue** menu will appear on the right. Here you will fill in the details and select **Add Venue** button.
4. If you select **Yes, use wizard**, the venue wizard will open in a new window and walk you through creating a new venue.

Using the Venue Wizard

There are four stages to the venue wizard, however certain areas can be skipped and completed later. You can cancel the wizard at any time by selecting the **Close** button in the upper-right corner. The four stages of the wizard are as follows:

Stage 1 - Location details on page 5

Stage 2 – Hardware details on page 6

Stage 3 – Social configuration on page 9

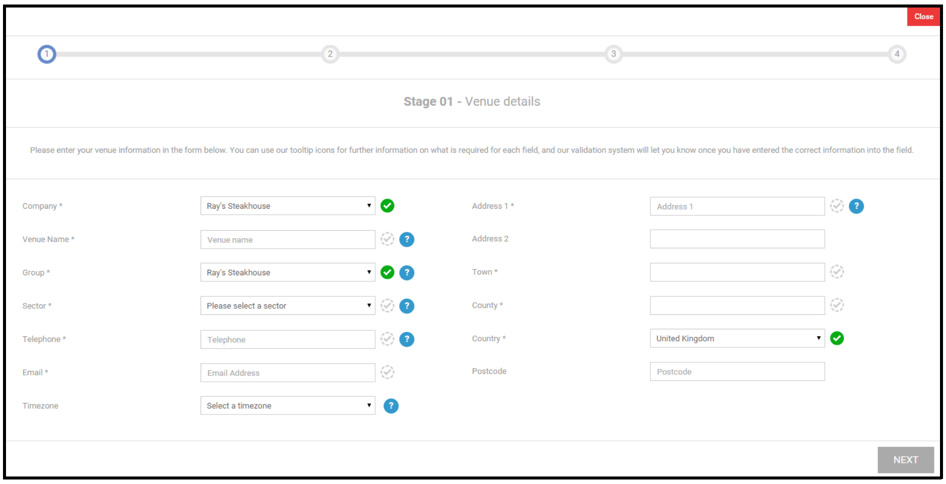
Stage 4 – Venue wizard finished on page 11

You will encounter the following tool tips while using the venue wizard:

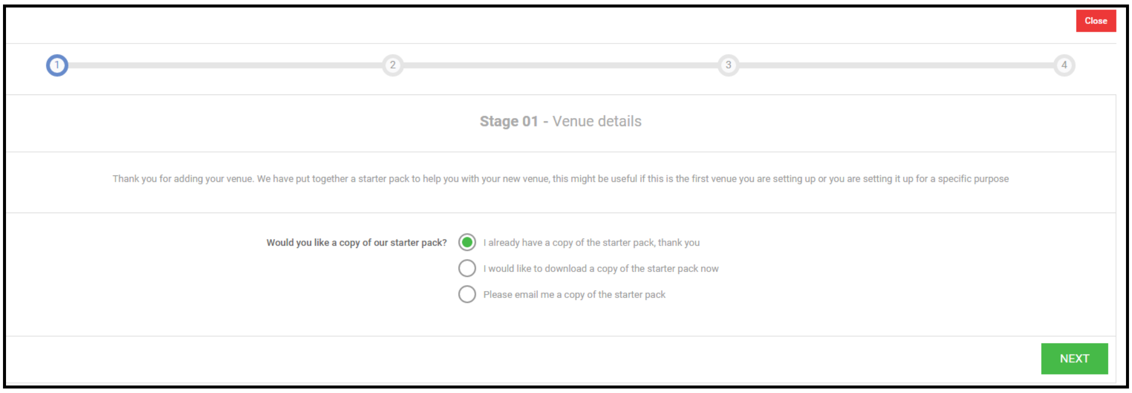
- Fields with a green check icon are required fields that already have valid information entered. These fields can be edited.
- Fields with a gray check icon are required fields that are empty and must be populated. Once valid information is entered the gray check will turn green.
- Fields with a red cross icon are fields with missing or invalid information.
- The blue question mark icon will provide helpful information about certain fields.

Stage 1 - Location details

1. Fill in all the required fields. The **Next** button will change from gray to green to indicate that all required information has been entered. Select the **Next** button when it turns green.



2. The screen will update. There is a starter pack available to help with adding new venues. The starter pack can be useful setting up the first venue or setting up a venue for a specific purpose. You will be asked if you would like a copy of the starter pack.



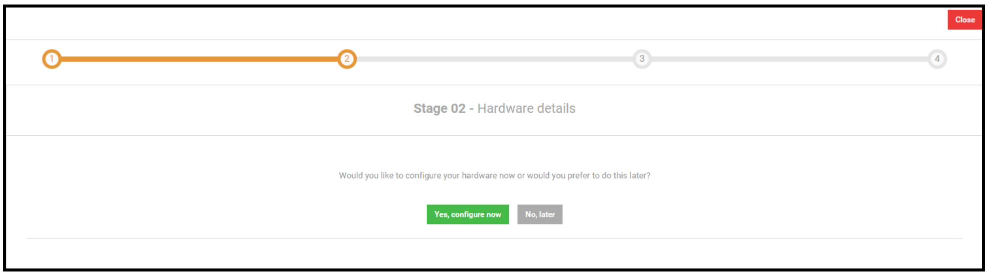
Select one of the three options to continue:

- **I already have a copy of the starter pack, thank you** allows you to continue with the wizard without downloading.
- **I would like to download a copy of the starter pack now** downloads a copy to your PC.
- **Please email me a copy of the starter pack** emails you a copy of the starter pack. When you select this option an additional field will appear. The user's email (who is logged in) will appear in the field. This email address can be changed if required.

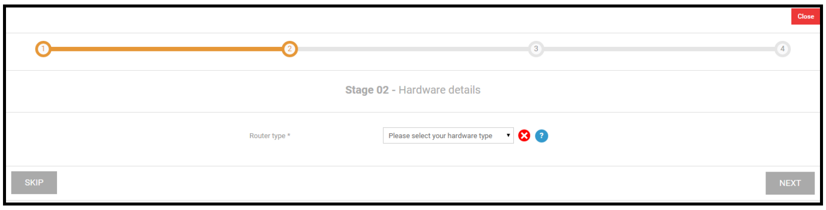
3. Select elect **Next** to continue.

Stage 2 – Hardware details

You can configure your hardware now or skip this stage and configure hardware at a later date by selecting **No, later**.



1. If you want to configure the hardware details now, select **Yes, configure now**. If you want to add the details later, this can be found under **hardware** in the venue management area.

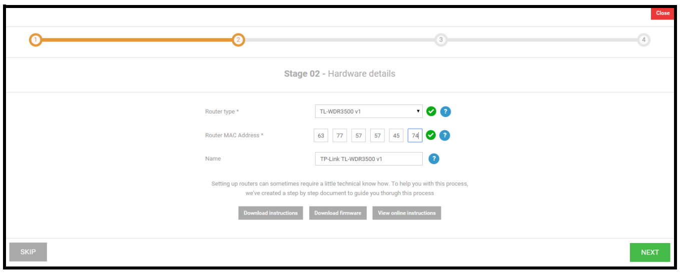


2. Select the **Access Point type** drop-down list and select the correct make and model.
3. Enter the **Access Point MAC Address** into the available fields (usually located on a label on the device).
4. Once the access point type and MAC address are entered, an additional **Name** field will appear. By default, the make and model of the device will appear in this field, but you can change the name to something more descriptive. A descriptive name is useful when applying splash pages to APs.
5. A number of buttons will also appear at the bottom of the screen, these will vary depending on the hardware selected. Select the relevant button and follow the instructions.

   A. If enterprise kit was selected, the following two buttons will appear:

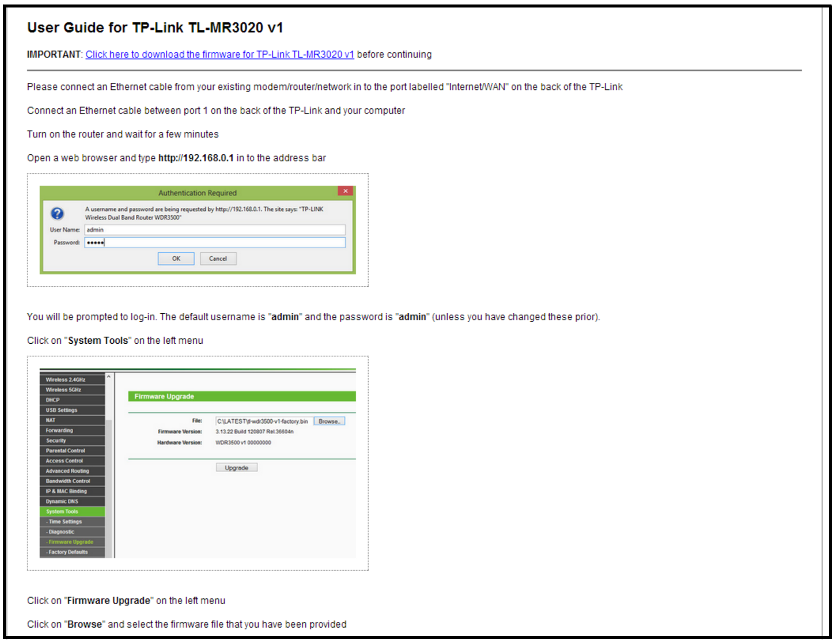
   - **Download manual** will download a PDF with step-by-step instructions on how to activate and set up the selected make and model via the cloud.
   - **View manual online** will open an Internet browser window and display the relevant instructions for the selected make and model.

   B. If the hardware selected was non-enterprise, the following three buttons will appear:

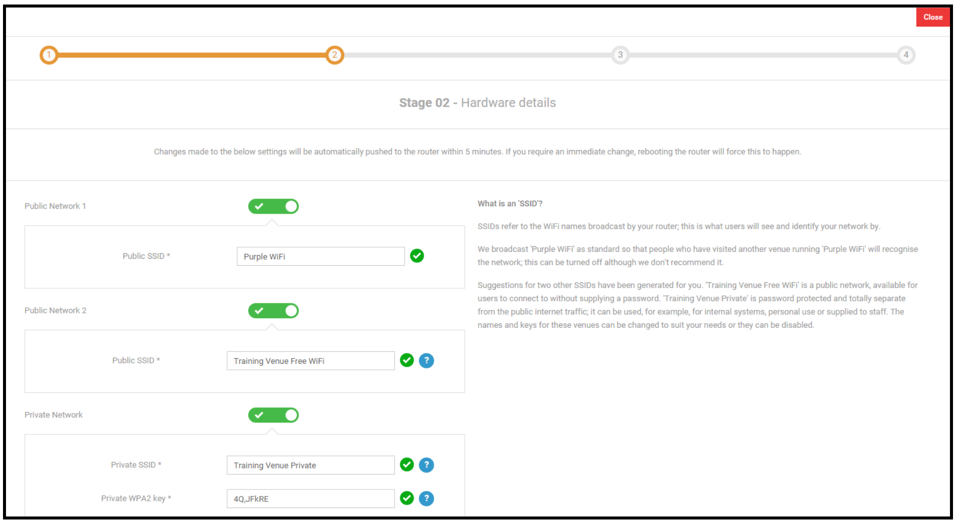


   - **Download manual** will download a PDF with step-by-step instructions on how to flash the selected make and model using our custom firmware.
   - **Download firmware** will download to your PC or network the specific firmware file for flashing the selected make and model.
   - **View manual online** will open up an Internet browser window and display the relevant

instructions and download link for the firmware for the selected make and model.



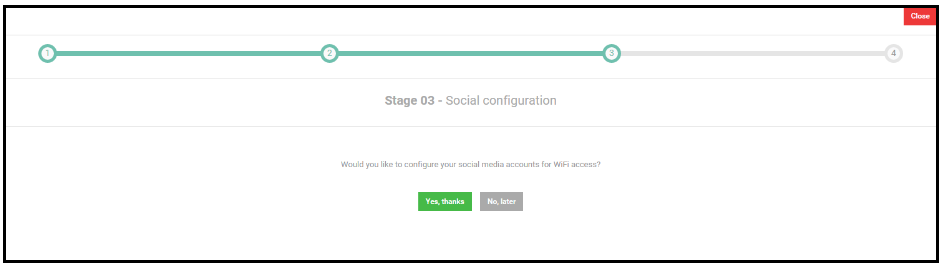
6. Once completed select the **Next** button.
7. If the hardware was flashed, a second set of hardware options will appear back in the portal. (If the hardware is Enterprise, these options will not display, and set up must be done from the hardware's user interface). You can select and set the following:
   - **Public Network 1** SSID is always set to **VenueWiFi** and cannot be edited. This public network SSID can be switched off if required, but at least one of the public SSIDs must be turned on.
   - **Public Network 2** SSID will be set to the name of the venue and this SSID can be edited to be called anything. As with the other public network it can be switched off if required.
   - **Private network** is an additional but private network and is aimed for staff use, personal use etc. When switched on, the system will automatically assign an SSID and WPA2 key which can be edited.



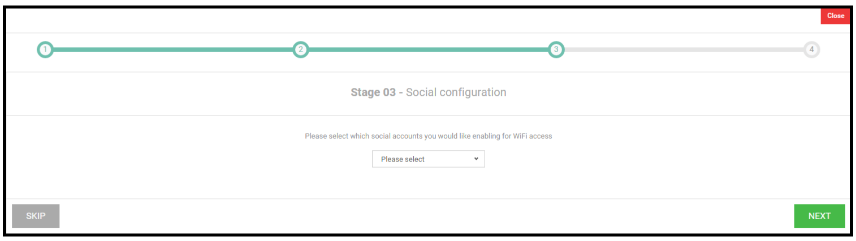
8. Select **Next** to continue.

Stage 3 – Social configuration

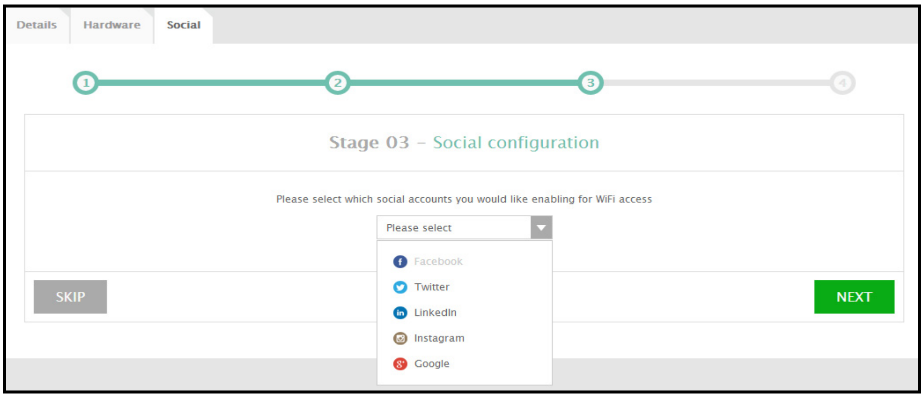
You can configure your social media now or skip it and complete at a later date by selecting **No, later**.



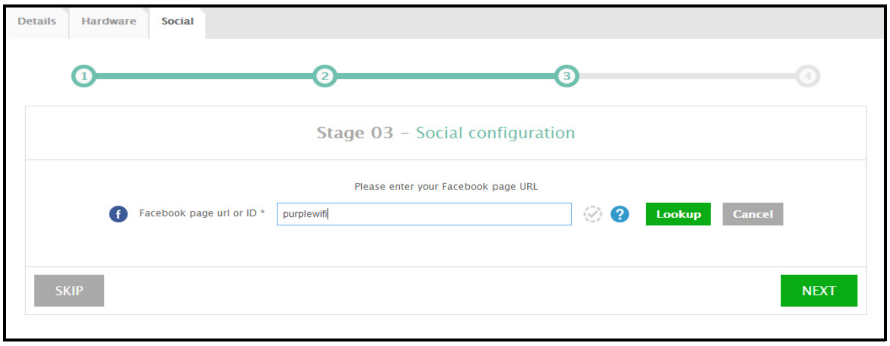
1. To configure social media now, select **Yes, thanks**. The screen will update, and a drop-down list will appear.



2. Choose the first social media account to enable from the drop-down list. The available social media platforms are:
    - Facebook
    - Twitter
    - LinkedIn
    - Instagram
    - Google



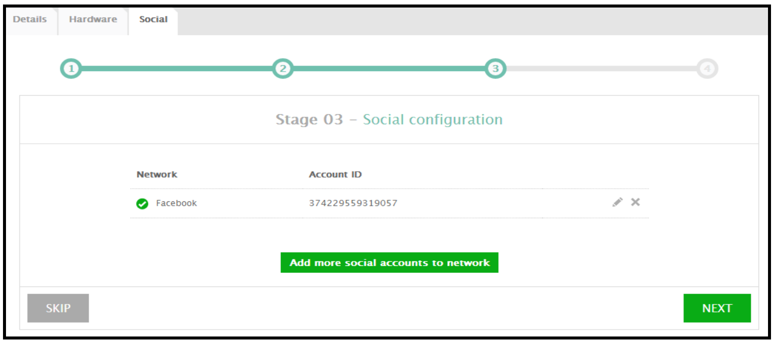
3. You can now add the page URL, name, or ID. (The following example uses Facebook.)



4. Once entered select the **Lookup** button. The system will search for the details entered and return following the results.

5. Select the binoculars icon to verify the results are correct. This will open a web browser and show the social page.
6. Select **OK** if the search results were correct or **Cancel** if incorrect. If the search results were incorrect, select **Edit**, re-enter the details, and try again.

7. Then select **Next**.
8. The screen will now display the social media account that has just been added in a numerical format. This is the unique account ID for this specific company's Facebook page. You can select **Edit** to edit the account or **Delete** to delete it.

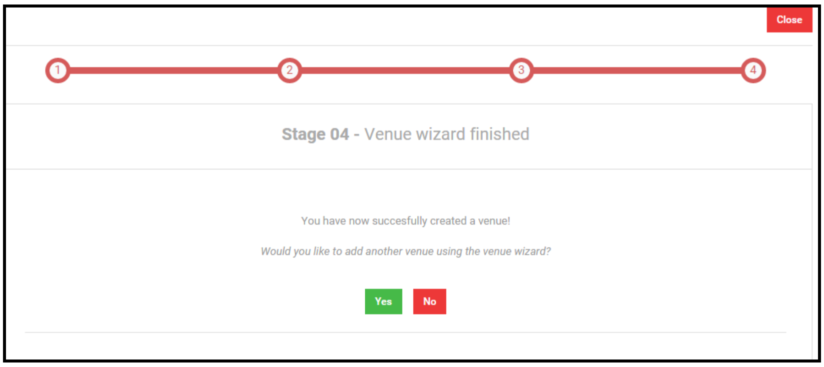


9. Continue adding social media accounts by selecting the **Add more social accounts to network** button and following the instructions outlined in the previous steps. When the drop-down list appears, any social media accounts already added will appear grayed out.
10. Once you have finished adding the social media accounts, select **Next**.

Stage 4 – Venue wizard finished

At this stage you will be advised that you have successfully created a venue. You will be asked if you would like to add another venue using the venue wizard.

1. Select **Yes** to create a new venue using the venue wizard. If you select **Yes**, you will be taken through the wizard again.



2. If you have added all venues, select **No** and you will be redirected to the venue management area where you began. Your new venue will appear on the right-hand side of the screen in the venue management area.

Managing Venues

Once the venue wizard is complete, the venue management area appears on the right-hand side of the screen. Here you can edit venue information or specify venue-specific options. This area is split into five tabs:

- **Details** tab displays the venue information and can be edited if required.

- **Hardware** tab displays any hardware assigned to the venue. More hardware can be added here if required.
- **Access Methods** tab displays the seven social media platforms you can use for the authentication process.
- **Linked Networks** tab is where the venue/customer owner can add their social media details to allow social feed on the access journey, Facebook reports, and sending social updates.
- **Options** tab is where venue-specific options can be set.

Details Tab

1. To enter or edit venue details, select the **Details** tab.
2. Edit or enter new information into the required fields.
3. Select the **Save Changes** button.
4. To delete the venue, select the **Delete venue** button.

Hardware Tab

1. To add, edit, or delete hardware assigned to the venue, select the **Hardware** tab.
2. Select the Ellipsis icon next to the appropriate hardware. The hardware installed will determine what options are available. The available options are:
    - **Edit** allows you to edit the name, access point type, and MAC address.
    - **Delete** allows you to delete the hardware.
3. To add new hardware to the venue, select the **Add hardware** button. The **Add your hardware** menu will appear, allowing you to add the hardware details.

4. Add a **Name** for the hardware (if this field is left blank, the model name/number will be added as default).
5. Select the **Access Point type** from the drop-down list. All supported access points will be displayed. If your hardware is not in this list, contact your account manager.
6. Enter the **Access Point MAC Address** (usually located on a label on the device) into the available fields.
7. When both the access point type and MAC address have been entered, additional buttons will appear depending on the hardware selected, and the **Save Details** button will also become active.

    If the hardware type selected was enterprise, the following buttons will appear:

    - **Download Manual** will download a PDF with step-by-step instructions on how to activate and set up via the cloud for the selected make and model.

- **View Manual Online** will open an Internet browser window and display the relevant instruction for the selected make and model.

If the hardware is not enterprise the following buttons will appear:

- **Download Manual** will download a PDF with step-by-step instructions on how to activate and set up via the cloud for the selected make and model.
- **View Manual Online** will open an Internet browser window and display the relevant instruction for the selected make and model.
- **Download Firmware** will download to you PC or network the specific firmware file for flashing the selected make and model.

A. If your hardware is not enterprise, select the **Download Firmware** button. This will take you to the support site and to instructions specific to your hardware. The make of the hardware will determine the instructions. If the hardware can be flashed with the firmware, you will receive instructions on how to flash your access point as well as a link to download the firmware. If your hardware cannot be flashed, the instructions will be specific on how to activate via the cloud and the hardware's own user interface.

B. Select the back button to return to the portal, and select the **Save settings** button.

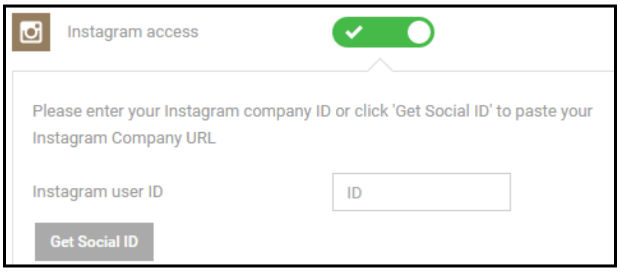
C. Once the information has saved, an additional set of network options will display (this will only happen with flashed hardware). From here you can set the following:

- **Number of public networks** allows two public networks with different SSID names. One will default to **VenueWiFi** and cannot be edited, the other can be renamed as required.
- **Session length** specifies how long a user can stay connected once they authenticate.
- **Idle timeout** specifies a length of time after which not data has been transferred before the user is logged off.
- **Download speed limit** specifies the maximum download speed to which the user will be limited.
- **Upload speed limit** specifies the maximum upload speed the to which the user will be limited.
- **Allow HTTPS redirection** forces quest users to be redirected to the splash page if they try to access an HTTPS (SSL) website before they have been authenticated.
- **Private network** allows the venue to have access to both a private and a public network. This is ideal for staff members.
- **Wireless radio settings** specifies the wireless settings for both 2.4 and 5 GHz channels.

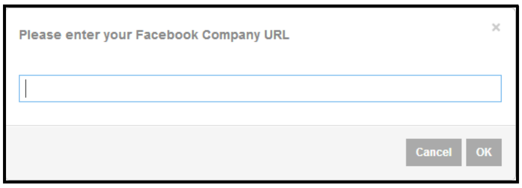
8. Once you have set these additional options, select the **Save settings** button. The screen will update, advising that your hardware was successfully added.
9. You can add more hardware if required by selecting the **Add hardware** button.

Access Methods Tab

1. To activate or deactivate a social link, select the **Access Methods** tab.
2. Select the On/Off toggle to activate or deactivate the social media link.
3. If you activated a social link, the area will expand. Select **Get Social ID**.



4. Enter the company ID for the desired social account in the field.



5. Select **OK**. A confirmation message will appear giving the ID. If the profile could not be found you will receive and error message: **We're unable to find the company ID from the URL you provided.**

6. Once the you receive confirmation, select **OK**. The ID will appear in the company ID field.
7. When you have finished adding accounts, select **Save Social** at the top of the page.

Linked Networks Tab

1. To link your social networks to enhance the data you see in the reports area, select the **Linked Network** tab.
2. Select the **Link** button next to the social media account you want to link.
3. You will be taken to the relevant site. Review the info you provide, and select **Oka**y.
4. Follow the instructions and you will then be redirected back to the portal. Your social network is now linked to the portal. Hover your mouse over the social network to display the details.
5. You can unlink an account by selecting the **Unlink** button.

Options Tab

1. To set the venue options, select the **Options** tab. You will be presented with two options:
   - **Custom user timeout** this option to allows you to set the default session and idle timeout for users, so you can choose how long they can use your Wi-Fi service.
   - **Add Custom SSID** by activating this option and entering your Wi-Fi SSIDs, you can set up custom splash pages based on the SSID to which users connect.
2. Use the On/Off toggle to activate or deactivate these options.

Customer Users Tab

The customer **User** tab displays a list of that customer's users.

1. Hover over the Ellipsis icon and select the Edit icon to edit a user's details.
2. Select **Save** if any amendments were made.
3. You can delete a user by selecting the **Delete** button.

Customer Details Tab

The customer **Details** displays the details that have been entered for this customer.

1. Select into any field and update the details.
2. Select **Save changes** if any amendments were made.
3. Select **Allow customer venue management** option by selecting the On/Off toggle to the required setting. Then enables the customer to manage the entire venue.

Customer Options Tab

1. To set the customer options, select the **Options** tab. You will be presented with two options:
   - **Roaming seamless login** provides faster access onto your Wi-Fi for repeat users. When activated, Roaming seamless login will be set as active for all of this customer's venues. If required, this setting can be changed at venue level.
   - **Add custom splashpage SSID** by activating this option and entering your Wi-Fi SSIDs, you can set up custom splash pages based on the SSID to which users connect. When the custom SSID is activated the option will also become available to activate at venue level.
2. To activate **Roaming seamless login**, select the On/Off toggle.

   Roaming seamless login is now active and, by default, will be set as active for all of this customer's venues. If required, this option can be changed at venue level.
3. To **Add custom splashpage SSID**, select the On/Off toggle.
   A. Enter a name for the SSID in the **SSID** field.
   B. Select the **Add** button.
   C. The new SSID will appear at the bottom of that area. You can edit or delete the SSID as needed.

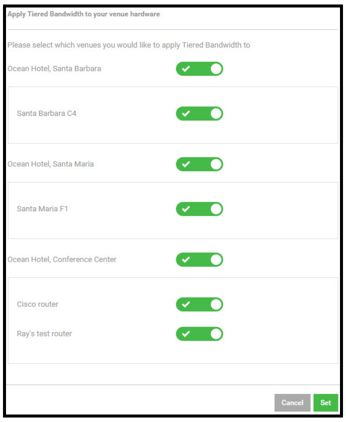
NOTE

Any SSIDs created at customer level will not be visible at venue level. The venue must activate the option following the above instructions and create their own venue SSIDs. If the venue is accessed using a customer login then all SSIDs created at any level will be visible.

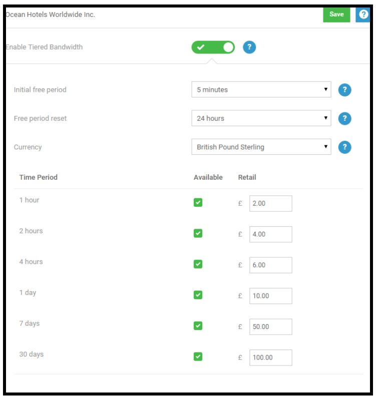
Customer Tiered Bandwidth Tab (Future Release)

By default this option will be switched off at Customer level, if switched off at customer level then this feature will not be available at venue level. Tiered Bandwidth tab will only appear in the Customer management area if it has been activated in the **White label portal**.

1. To activate **Tiered bandwidth**, select the On/Off toggle.



2. You can now select which venues and hardware will be able to offer tiered bandwidth. By default all hardware and all venues will be active. To change a tiered bandwidth option, select the On/Off toggle to the desired setting.
3. Once complete select the **Set** button.
4. You will be taken back to the **Tiered bandwidth** screen with numerous options to set.



The following tiered bandwidth options can be set:

- **Initial free period** sets the period of time that a Wi-Fi user can have free access before having to purchase additional time.
- **Free period reset** sets the time after which a Wi-Fi user's initial free period resets.

- **Currency** specifies the currency for your tiered bandwidth pricing structure.
- **Time Period, Availability & Retail** specifies which time period is available to buy and what the recommended retail price should be.

A. To set the **Initial free period**, select an option from the drop-down list. The default setting is **5 minutes**. Available options to select are:

- 5 minutes
- 10 minutes
- 15 minutes
- 30 minutes
- 60 minutes

B. To set the **Free period reset**, select an option from the drop-down list. The default setting is **24 hours.** Available options to select are:

- 1 hour
- 2 hours
- 3 hours
- 6 hours
- 12 hours
- 24 hours

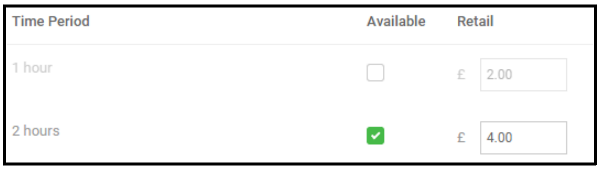
C. To set the **Currency**, select an option from the drop-down list. The default is **British Pound Sterling**. Available options to select are:

- Australian Dollar
- British Pound Sterling
- Canadian Dollar
- Euro
- US Dollar

D. To set the **Time Period, Availability & Retail** options follow these steps:

i. Select which time period(s) will be active for the end users to make purchases. By default all options will be selected. To deactivate a time period, deselect the relevant check box. The option will now be grayed out. You can activate or deactivate as many options as required. The available options are:

- 1 hours
- 2 hours
- 4 hours
- 1 day
- 7 days
- 30 days



B. Set the recommended retail price for each time period. Under the heading **Retail**, recommended retail prices will appear. These prices have been defined by ProCloud, but can be changed as required.

   If the **Currency** setting was changed from the default, the prices will convert automatically using the latest exchange rate.

   To change the retail price, enter the new price in the required field.

5. Once complete select the **Save** button.
6. The **Tiered Bandwidth** tab will now become available at Venue level for those you selected to have access to it. The venue will get the same options to select and set.

Users Management

The **Users** management area contains a list of previously created administrative level users. New users created in this area can be assigned to any company, group, or venue. To access the **Users** menus:

1. Navigate to **Management > Users** in the left-hand menu. You will be presented with a list of previously created customers administrative users.
2. To create a new user, select the **Add new user** button. The screen will split into two sections; on the left you can enter the user's details, and initially, the right of the screen will be blank.
3. Fill in the **User** information fields with the relevant details.
4. Select whether the account will be active using the On/Off toggle. This will determine if the user will get an email instantly or at a later date. The email will contain a link to the portal, their user name, and password.
5. Now select the user's **Access Level** using the Edit icon. A window will open, and from here you can select the relevant options from the first drop-down list. The following options will be available based on your access level:
   - **A Reseller** grants access to his customers.
   - **A Customer** grants access to all the venues assigned to this customer.
   - **A Group** grants access to only the venues assigned to the selected group.
   - **A Venue** grants access to only the selected venue.
6. Once an access level is selected, further drop-down lists will appear based on that access level. When all the access level fields have been populated, the **Set** button will become green. Select the **Set** button.

   The window will close, and the right-hand side of the screen will populate with the default **Permission profile** set to **Custom**.

7. Before setting the choosing or editing a permission profile, the **Password information** must be set. Because this is a new user, **Set user password** will be set to active by default.

Enter a password in the **Enter new password field**. If the field is left blank, a random password will be generated. If a specific password is required, enter it in the field.

8. You can use the default **Custom** profile, or select a **System** profiles from the drop-down list. Both the custom and system profiles can be edited as required.

   A. Custom Profile

   If the **Custom** profile is selected, there will be no check boxes for individual items within categories. You can simply set the access level for each category using the green slider. Use the slider to select **Edit**, **Read** only, or **Denied** access.

   - **Edit** means the user has full access and can edit or create within this area.
   - **Read** means the user has read only access to this area.
   - **Denied** means this area cannot be seen in the portal so has no access.

   B. System Profiles

   System profiles can be edited if required. System profile options include:

   - **Admin** profile grants full access to every menu and sub menu
   - **User** profile grants access everything other than the Management area which is set to Denied.
   - **Viewer** profile grants read access to all menus and sub menus other than Marketing and Management which are set to Denied.

   i. To edit a **System** profile, remove the green check from the item you wish to customize.

   ii. The slider next to the item's category will become green allowing you to move it to the relevant access level. Use the slider to select **Edit**, **Read** only, or **Denied** access.

9. The **Permission profile** category and item options can be set individually. The ADTRAN recommended permission level is listed beside each category.

   A. **Show Personal identifiable information - Enabled -** Enabling this option allows this user to view personal information about your visitors, such as: last name, email address, mobile number, and their profile image.

   B. **Show device mac address - Enabled -** Enabling this option allows this user to view the device MAC address of your visitor's device int eh **Visitors and devices** section of the portal.

   C. **Can add funds to ewallet - Enabled -** Enabling this option allows this user to add funds to their company/venue ewallet.

   D. **Can spend funds from ewallet - Enabled -** Enabling this option allows this user to spend funds from their ewallet in the **Marketing** section of the portal. If they are a company or group manager, they can distribute their funds to venues under their access level.

   E. Onboarding **- Denied**

   - Splash pages
   - Access journey

   F. Marketing - **Denied**

   - Communications
   - Visitors and devices
   - Social updates

G. Reports - **Denied**
   - Overview
   - Visitors
   - Network
   - Social interests
   - Benchmark analytics
   - Campaign reports
   - Facebook reports

H. Location - **Denied**
   - Floor plan analytics
   - Zone analytics
   - Floor plan reports

I. Presence - **Denied**
   - Overview reports
   - Real-time reports

J. Management - **Edit (full permissions)**
   - Manage venues
   - Manage users

10. Once all the privileges have been set, select the **Save** button. Any errors in the user profile will appear in a red box at the top of the screen.
11. The new user will now be created. Use th Back button in the upper left corner of the screen to return to the **User** area where the new user will be displayed along with any existing users.
12. You can select the user's name to edit the details. From here you can do the following:
   - **Delete** let you delete the user from the portal and stop their access.
   - **Access level** lets you change the level of access for this user (login credential specific).
   - **Reset their password** lets you reset the user's password to either an automatically generated password or a specific password.
   - **Update their details** lets you update the details for the user on the system. Select **Save user** when finished editing.
   - **Update permission level** lets you alter the permissions set for this user.
13. If any changes are made to a user's details, select the **Save** button to save the changes.

