Manage users in Content Hubs and LMS Extensions

Content updated: 06/01/2020

This article is designated for administrators.

About

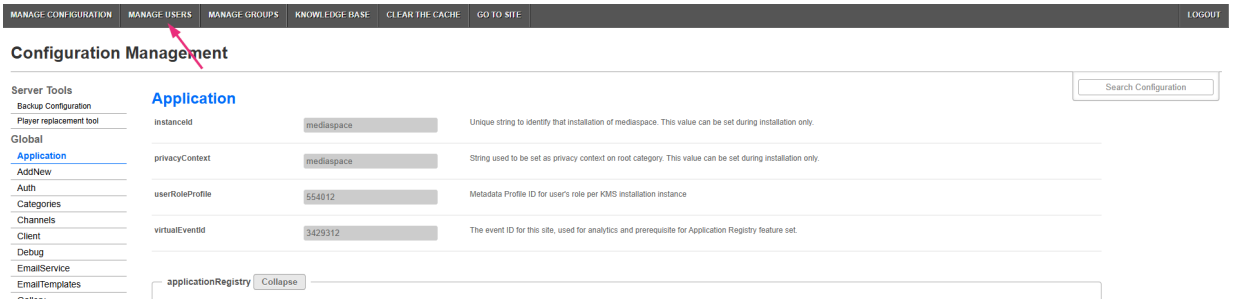
The **Manage Users** tab in the Configuration Management console lets you add, edit, and manage user accounts for your site.

Only users who are authenticated and authorized by your system administrators can access the site. Users who are not authenticated by your system will be denied access and unable to log in.

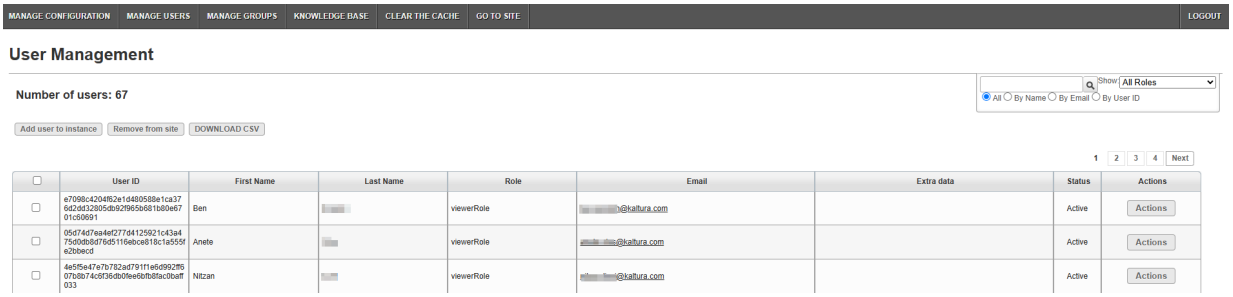
Rich Media CMS users do NOT appear in the **User Management** table.

Access the User Management page

1. Log into your Configuration Management console.
2. Click the **Manage Users** tab.



The User Management page displays

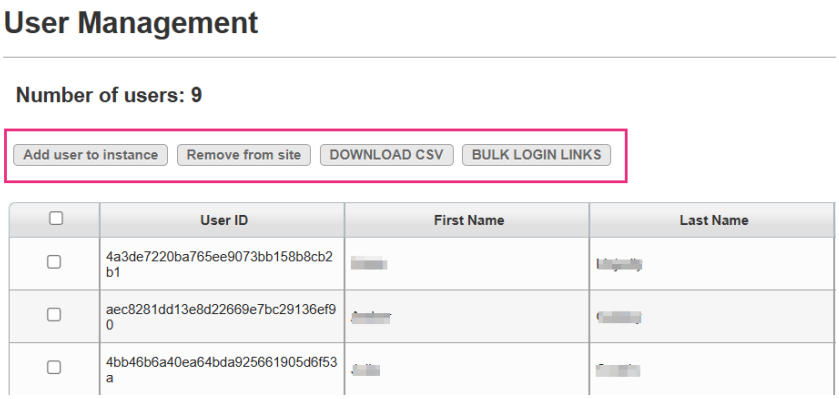


User Management features

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At the top of the page, you'll see the total number of users, along with these options:

- **Add user to instance** - Add a new user (see below)
- **Remove from site** - Delete selected users (see below)
- **Download CSV** - Export a list of all users
- **Bulk login links** - See our Emaillogin module article for more details



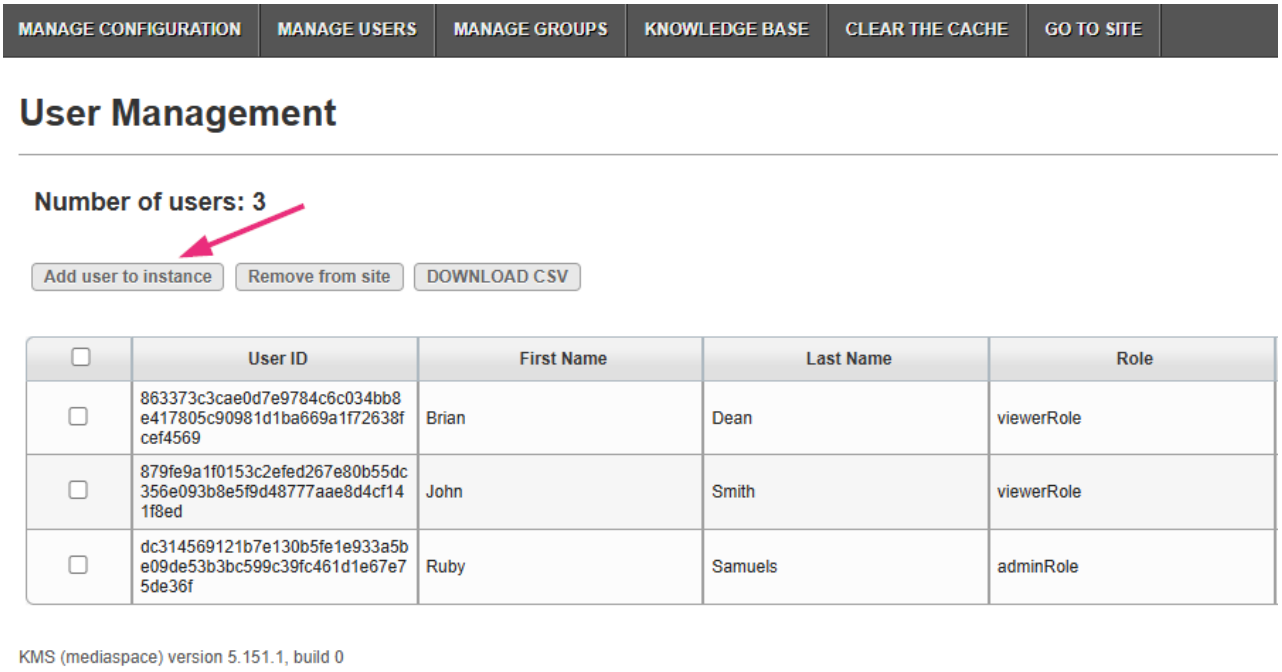
Add or remove users

Add a user

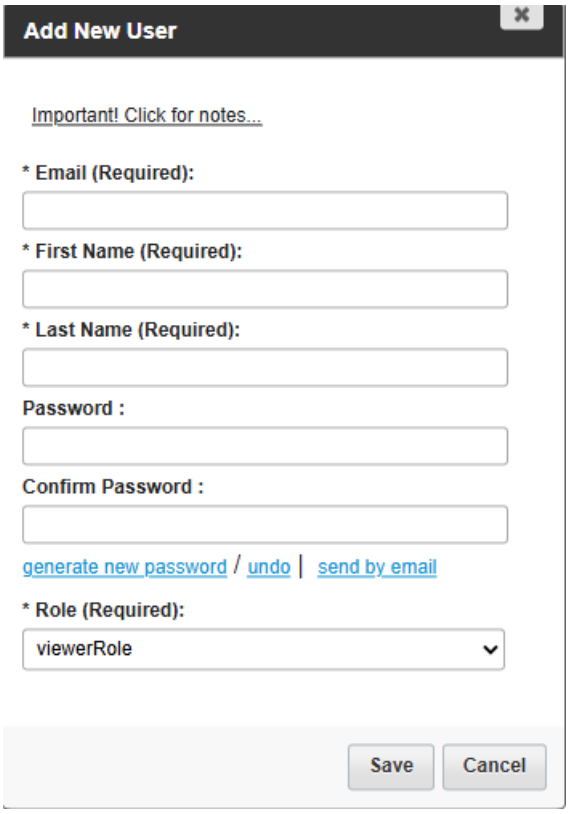
If you create a new user with the **same user ID** as a deleted user, their old content won't automatically be reassigned. To reassign content, use the More actions menu in Rich Media CMS.

1. Click **Add user to instance**.

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The **Add new user** window appears.

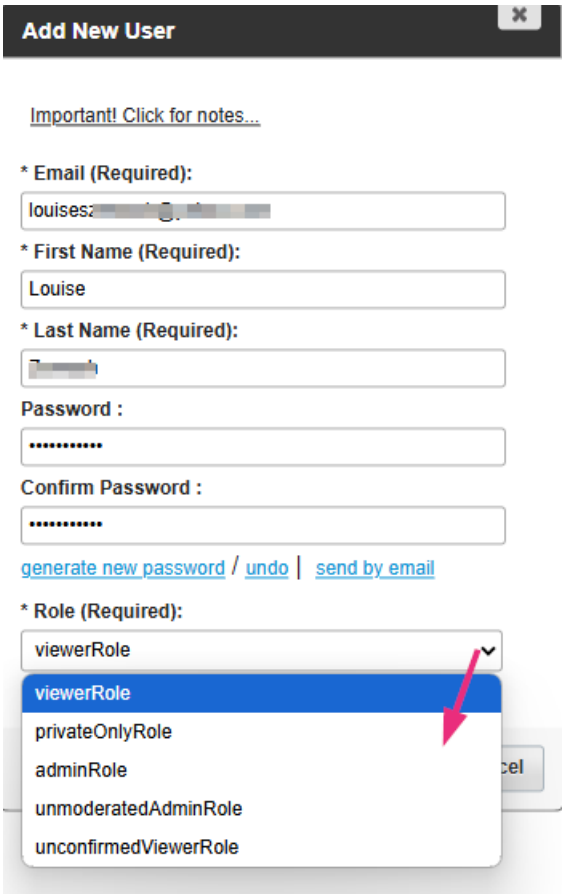


2. Fill out the following fields:

- **Email**
- **First Name**
- **Last Name**

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- **Password**
- **Confirm password**
- **Role** - Choose an option from the drop-down list:
  - viewerRole
  - privateOnlyRole
  - adminRole
  - unmoderatedAdminRole
  - unconfirmedViewerRole



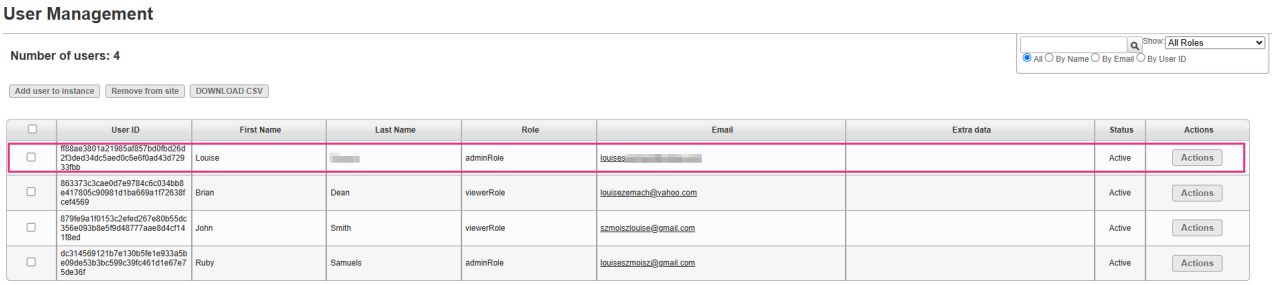
Important notes when creating a new user

- Using an existing user ID will overwrite that user's details.
- User ID, password, and email can include: numbers (0–9), letters from most languages (UTF-8), and these symbols: ~ . ! @ # $ % _ - +
- Passwords cannot be retrieved - only overwritten.

3. Click **Save**.

The new user is added to the list at the top.

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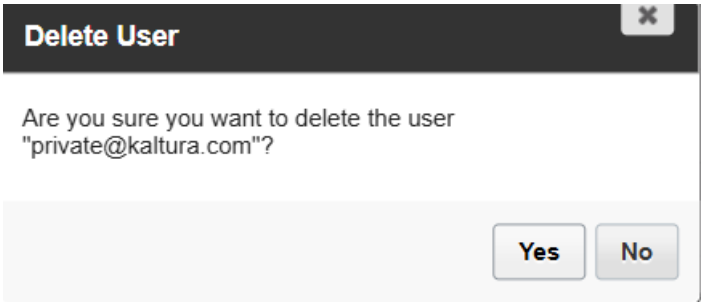


Remove a user

You can remove users from the site without deleting their accounts. This prevents the user from accessing the site, while keeping their metadata and content ownership intact.

1. Click the checkbox next to the left of the users you want to remove.
2. At the top of the page, click **Remove from site**.

   A confirmation message displays.



3. Click 'Yes' to confirm.

Actions menu

Click the **Actions** button to the far right of any user to display a list of actions.

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The following actions can be performed:

- **Edit user** - Update the user details
- **Login as** - Log in as the selected user to help troubleshoot or test features

> In KAF, this is not the same as the LMS impersonation tool. It opens the user's My Media directly.

- **Show groups** - View the groups an individual user belongs to.
- **Clear cache** - Clear the user's cache.
- **Block** - Temporarily disable access for the user. You can unblock the user at any time.
- **Remove from site** - Remove users without deleting their accounts. This prevents the user from accessing the site, while keeping their metadata and content ownership intact.
- **Copy login link** - See Emaillogin module article for details.

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