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1. **Introduction**

The SecureWatch Admin site allows you to create and manage user accounts.

Log in using your admin credentials at [https://access.maxar.com](https://access.maxar.com).

When you log in to the site, you will see the Create User tab. See "Creating Users" on page 6.
2. Creating Users

On the Create User tab, you can create new SecureWatch users.

**Create User**

- **Username:**
- **Password:** [Va8IK4]X0n>6Ai=0y7>
- **First name:**
- **Last name:**
- **Phone:**
- **Email:**
- **Is View Only:**
  - Yes
  - No
- **Notes:**

Select organization: SecureWatch
Select accounts: No accounts selected

Create  Cancel

**FIGURE 2.1: CREATE USER TAB**
1. In the fields, enter the user’s information (e.g., username, first or last name, phone, email).

   - A default password is populated in the **Password** field.

2. Select whether or not you want the user to have view-only access.

   - In view-only mode, users cannot take snapshots or download items from their library.

3. *(Optional)* In the **Notes** field, add any comments about the user.

4. From the **Select organization** drop-down, select the organization you want to assign to the user.

5. Select **Select Accounts**. The **Select Accounts** dialog opens.

6. Use the checkboxes to add or remove accounts. If you want to add or remove all accounts, select **Select All**. You can also use the **Search** field to locate a specific account.

7. Select **OK**.

8. Select **Create**.

   When the user is added, you will see a success message. The user account appears in the table on the **Users** tab. See “Managing Users” on page 8.

   - Users receive an email with their credentials as soon as their account is created. You can resend this email if necessary. See “Sending Email Credentials” on page 12.

   - You cannot create new users if the contract tied to the selected account has reached its user limit. If you attempt to create a user and the account you selected is at its maximum number of users, you will receive an error. To resolve this issue, select a new account or contact Maxar.
3. Managing Users

On the Users tab, you can perform several tasks to manage existing user accounts.

**FIGURE 3.1: USERS TABLE SECTION OF USERS TAB**

**IN THIS CHAPTER**

This chapter discusses the following:

3.1 Viewing Existing User Information

3.2 Viewing & Editing a User’s Assigned Accounts

3.3 Editing a User’s Details

3.4 Sending Email Credentials

3.5 Suspending, Unsuspending, or Deleting a User
3.1 Viewing Existing User Information

User information appears in the Users table. Use any of the following features to view user information:

- **Search** Filter the Users table by user name, name, or organization.
- **Sort** Select any column to sort it alphabetically (ascending or descending).
- **Display Active** Select this checkbox to view all active users.
- **Display Deleted** Select this checkbox to view all deleted users.
- **Display Suspended** Select this checkbox to view all suspended users.
3.2 Viewing & Editing a User's Assigned Accounts

1. In the **Users** table, select the user you want to edit. The user's assigned accounts appear in the **Accounts Assigned to User** section.

2. In the **Accounts Assigned to User** section, select **Edit**. The **Select Accounts** dialog opens.

3. Use the checkboxes to add or remove accounts. If you want to add or remove all accounts, select **Select All**. You can also use the **Search** field to locate a specific account.

4. Select **OK**. A confirmation dialog opens.

5. *(Optional)* Enter a reason for the change to the account, then select **Yes, accept changes**.

   The account change and its associated reason are recorded in the **User change history** box in the **User Details** section.
### 3.3 Editing a User's Details

1. In the **Users** table, select the user you want to edit. The user's assigned accounts appear in the **User Details** section.

2. In the fields, make changes to the user's information (e.g., username, first or last name, phone, email).

3. *(Optional)* If you need to update the user's password, select **Edit Password**, then change the password in the **Password** field.

   - Editing a user's password populates the **Password** field with a default password. You will never see the user's current password.

4. *(Optional)* In the **Notes** field, add any comments about the account.

5. Select **Update**. A confirmation dialog opens.

6. Select **Close**.

   - The account change is recorded in the **User change history** box in the **User Details** section.

---

**FIGURE 3.2: USER DETAILS SECTION OF USERS TAB**
### 3.4 Sending Email Credentials

You can send a user a welcome email with their login credentials, a system overview PDF, and some additional introductory information.

1. In the **Users** table, locate the user that should receive the welcome email.

2. In the **Actions** drop-down menu, select **Email Notification**. A confirmation dialog opens.

3. Select **Yes**.
3.5 Suspending, Unsuspending, or Deleting a User

You can temporarily suspend or permanently delete a user’s account. Likewise, you can reactivate an account that has been suspended.

1. In the **Users** table, locate the user that should be suspended or deleted.

2. In the **Actions** drop-down menu, select **Suspend/Unsuspend** or **Delete User**. A confirmation dialog opens.

3. Select a reason for the suspension or deletion, then select **Yes**.

   - The account change and its associated reason are recorded in the **User change history** box in the **User Details** section.

   - To unsuspend a user, in the **Actions** drop-down menu, simply select **Suspend/Unsuspend User**. You do not need to confirm this change.
4. Managing Accounts

On the Accounts tab, you can see information about the accounts in the system, request new accounts, and request a change to existing accounts.

![ACCOUNTS TAB](image)

**FIGURE 4.1: ACCOUNTS TAB**

**IN THIS CHAPTER**

This chapter discusses the following:

- 4.1 Viewing Account Details ................................................................. 15
- 4.2 Requesting a New Account ............................................................. 16
- 4.3 Editing an Account ........................................................................ 17
4.1 Viewing Account Details

Select a sub-organization from the list. The details of all accounts associated with that sub-organization appear in the Account Details section.

The list of sub-organizations also shows how many unique users belong to each sub-organization and how many accounts are assigned to each sub-organization.
4.2 Requesting a New Account

1. Select a sub-organization from the list.
3. Complete the form to request an account. Fields with asterisks are required.
4. Select Submit My Request.
4.3 Editing an Account

1. Select a sub-organization from the list. The details of all accounts associated with that sub-organization appear in the Account Details section.

2. In the Enabled column, select the Enabled checkbox to enable or disable an account.

   ✪ Enabling and disabling an account takes effect immediately and does not require approval.


4. Complete the form to request changes to the account. Fields with asterisks are required.

5. Select Submit My Request.

   🍃 Your request needs to be approved before changes to the Edit Account form take effect.

### Account Details:

<table>
<thead>
<tr>
<th>Enabled</th>
<th>Account Name</th>
<th>No. of Users</th>
<th>ID</th>
<th>Date Created</th>
<th>Activation Start Date</th>
<th>Activation End Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>✔️</td>
<td></td>
<td>3</td>
<td>17302</td>
<td>2019-04-15</td>
<td>2019-11-29</td>
<td></td>
</tr>
<tr>
<td>✔️</td>
<td></td>
<td>0</td>
<td>17025</td>
<td>2017-09-19</td>
<td></td>
<td></td>
</tr>
<tr>
<td>✔️</td>
<td></td>
<td>0</td>
<td>16930</td>
<td>2017-07-26</td>
<td></td>
<td></td>
</tr>
<tr>
<td>✳️</td>
<td></td>
<td>0</td>
<td>17150</td>
<td>2018-06-15</td>
<td></td>
<td></td>
</tr>
<tr>
<td>✔️</td>
<td></td>
<td>6</td>
<td>16579</td>
<td>2014-12-02</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**FIGURE 4.2: ACCOUNT DETAILS SECTION ON ACCOUNTS TAB**

🍃 If there is an activation period for an account, you can view its start and end dates in the Account Details grid. You can also sort accounts by their activation start and end dates.