



MANAGING USERS

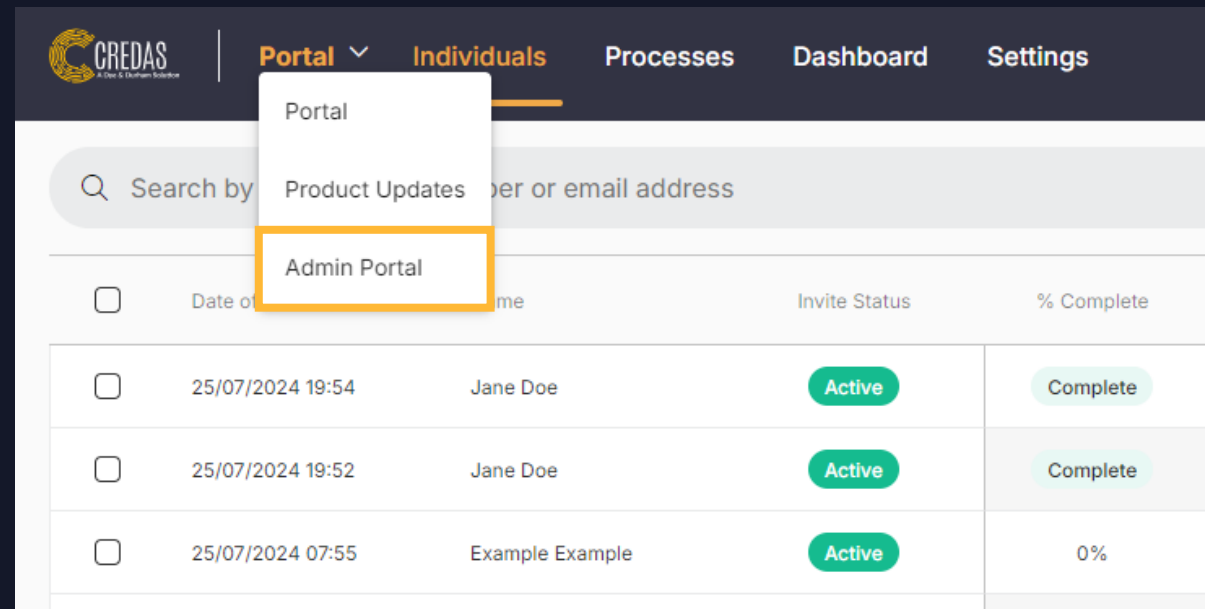
How to manage your users on Credas via the Admin Portal

INTRODUCTION

You can manage your users directly within your Credas portal via the Admin Portal. This includes adding new users, managing notifications, and assigning permissions. This guide covers:

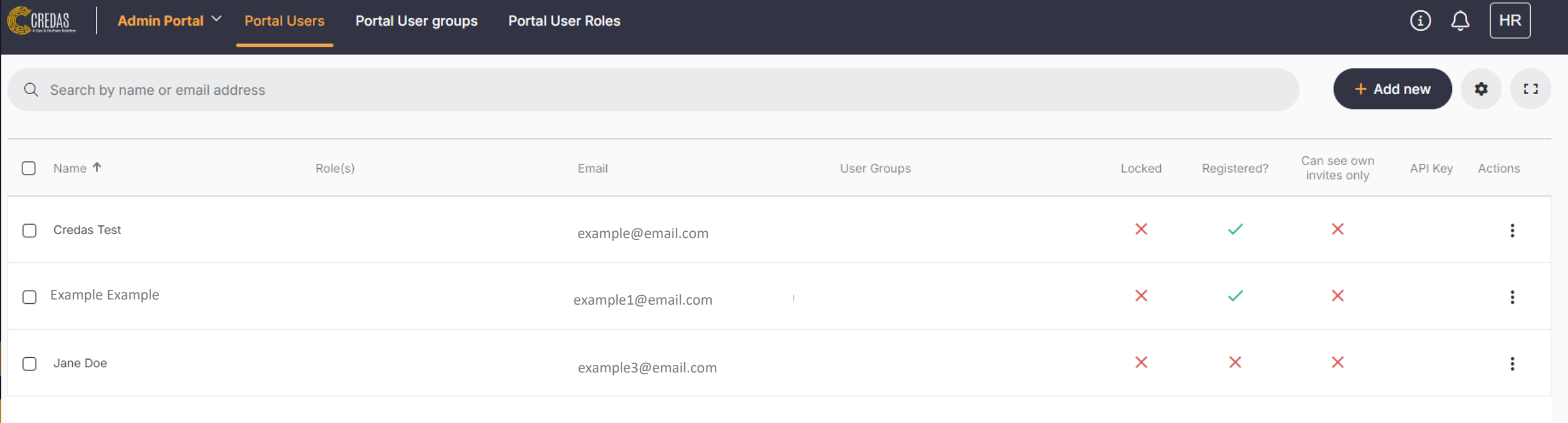
- Accessing the Admin Portal →
- Adding a new user →
- How to manage existing users →
- Resetting passwords →
- How to set up notifications →
- User Groups →
- User Roles →
- How to manage user permissions →

ACCESSING THE ADMIN PORTAL



- To access the Admin Portal, click 'Portal' on the left-hand side of the header within your portal.
- Click 'Admin Portal' to then be taken to the admin portal.
- If you do not have access to the Admin Portal, please reach out to your portal admin or manager who can review your permissions.

THE ADMIN PORTAL



The screenshot shows the CREDAS Admin Portal interface. At the top, there is a navigation bar with the CREDAS logo on the left and several menu items: 'Admin Portal' (with a dropdown arrow), 'Portal Users' (highlighted with an orange underline), 'Portal User groups', and 'Portal User Roles'. On the right side of the navigation bar, there are icons for information, a notification bell, and a button labeled 'HR'. Below the navigation bar is a search bar with the placeholder text 'Search by name or email address'. To the right of the search bar are three buttons: '+ Add new', a settings gear icon, and a refresh icon. The main content area displays a table of users with the following columns: Name (with a checkbox and an upward arrow), Role(s), Email, User Groups, Locked, Registered?, Can see own invites only, API Key, and Actions. The table contains three rows of user data.

<input type="checkbox"/> Name ↑	Role(s)	Email	User Groups	Locked	Registered?	Can see own invites only	API Key	Actions
<input type="checkbox"/> Credas Test		example@email.com		×	✓	×		⋮
<input type="checkbox"/> Example Example		example1@email.com		×	✓	×		⋮
<input type="checkbox"/> Jane Doe		example3@email.com		×	×	×		⋮

- The Admin Portal will list out any users who currently have access to your portal.

THE ADMIN PORTAL

If a user role has been assigned, it will appear here.

The email associated with the user will appear here.

If a user has been locked (suspended) from the portal, a tick will appear here.

The screenshot shows the CREDAS Admin Portal interface. At the top, there is a navigation bar with 'Admin Portal' and 'Portal Users' selected. Below the navigation bar is a search bar with the text 'Search by name or email address'. To the right of the search bar are buttons for '+ Add new', a settings gear, and a full-screen icon. The main content area is a table with the following columns: Name (with an up arrow), Role(s), Email, User Groups, Locked, Registered?, Can see own invites only, API Key, and Actions. Three users are listed in the table: 'Credas Test', 'Example Example', and 'Jane Doe'. Callout boxes with arrows point to various parts of the interface: one points to the 'Role(s)' column header, another to the 'Email' column header, a third to the 'Locked' column header, a fourth to the 'Name' column header, a fifth to the 'User Groups' column header, and a sixth to the 'Registered?' column header.

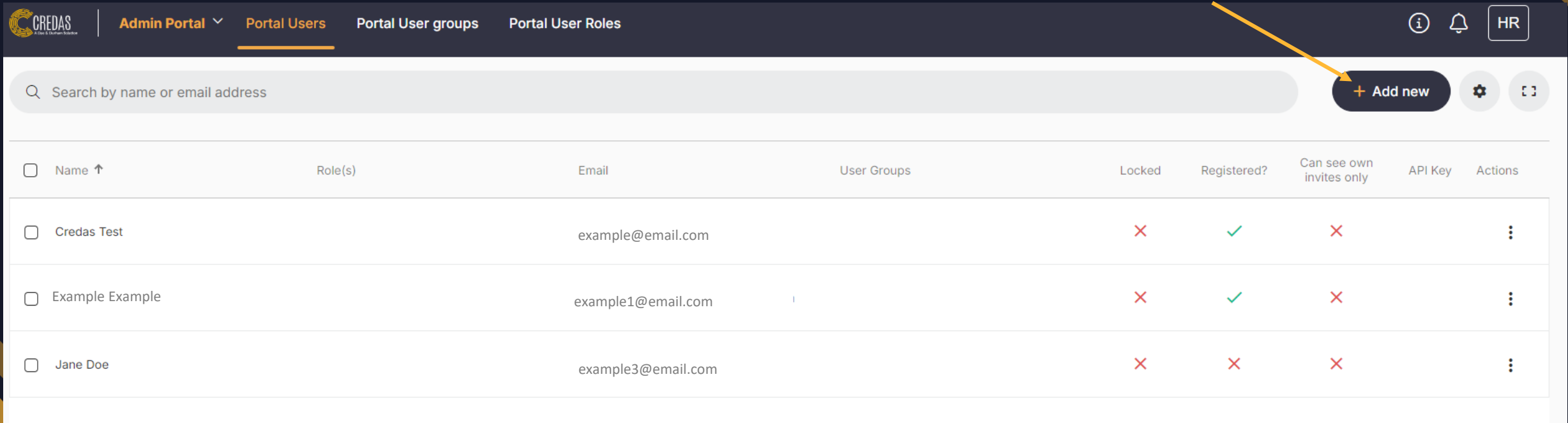
<input type="checkbox"/>	Name ↑	Role(s)	Email	User Groups	Locked	Registered?	Can see own invites only	API Key	Actions
<input type="checkbox"/>	Credas Test		example@email.com		×	✓	×		⋮
<input type="checkbox"/>	Example Example		example1@email.com		×	✓	×		⋮
<input type="checkbox"/>	Jane Doe		example3@email.com		×	×	×		⋮

Their name will appear here.

If user groups have been assigned, they will appear here.

You can see if a user has registered on the portal here. If the user is unregistered, this means that they have not logged into the portal.

ADDING A NEW USER



The screenshot displays the CREDAS Admin Portal interface. The top navigation bar includes 'Admin Portal', 'Portal Users' (highlighted), 'Portal User groups', and 'Portal User Roles'. A search bar is located below the navigation. The main content area shows a table of users with columns for Name, Role(s), Email, User Groups, Locked, Registered?, Can see own invites only, API Key, and Actions. A yellow arrow points to the '+ Add new' button in the top right corner of the table.

<input type="checkbox"/>	Name ↑	Role(s)	Email	User Groups	Locked	Registered?	Can see own invites only	API Key	Actions
<input type="checkbox"/>	Credas Test		example@email.com		×	✓	×		⋮
<input type="checkbox"/>	Example Example		example1@email.com		×	✓	×		⋮
<input type="checkbox"/>	Jane Doe		example3@email.com		×	×	×		⋮

- You can add new users to your portal by clicking 'Add new' within the Admin Portal.
- Please note, once a new user has been added, they will have 24 hours to register to your Credas portal. If they do not register within 24 hours, you will have to resend their invitation.

ADDING A NEW USER

If user roles & groups have been set up, you can assign them here.

Add Client User

Email
jane.doe@email.com

First Name
Jane

Surname
Doe

Roles
[Dropdown]

User Groups
[Dropdown]

All user groups

Can see own invites only

No contact user (the user will not receive an invite to the platform)

Cancel Save

You will need to input the email, first and last name of the new user.

If you would like the user to only see the invitations they have created, you can tick the box here.

Don't forget to click 'Save'!

MANAGING EXISTING USERS

MANAGING EXISTING USERS

You can manage a user by clicking the actions button here. It will bring up the below menu.

Registered?	Can see own invites only	API Key	Actions
✓	✗		⋮
✓	✗		⋮
✗	✗		⋮

- Copy Reset Password Link
- Send Reset Password Email
- Set Temporary Password
- Set Temporary PIN
- Lock account
- Enable Can See Own Invites O...
- Issue API Key
- Remove

You can reset an account by either sending a password reset email/link or setting up temporary credentials for them.

You can lock/unlock (suspend) access to the portal here.

You can choose for a user to only see the invitations they have created on the portal here.

You can delete a user from your portal here.

MANAGING EXISTING USERS

Admin Portal | Portal Users | Portal User groups | Portal User Roles

Search by name or email address

+ Add new

<input type="checkbox"/>	Name ↑	Role(s)	Email	User Groups	Locked	Registered?	Can see own invites only	API Key	Actions
<input type="checkbox"/>	Credas Test		example@email.com		×	✓	×		⋮
<input type="checkbox"/>	Example Example		example1@email.com		×	✓	×		⋮
<input type="checkbox"/>	Jane Doe		example3@email.com		×	×	×		⋮

You can also manage permissions, information and notifications for a user by clicking into them.

MANAGING EXISTING USERS

You can manage permissions here.

You can access and set up notifications here.

The screenshot shows a user profile management interface with a dark blue header containing tabs: User Information, Permissions, Groups, Activity, and Notifications. The main content area is white and contains several form fields: Email (example@Credas.com), First Name (Jane), Surname (Doe), Mobile Number (Dialling code dropdown and Mobile number input), and Roles (empty dropdown). At the bottom, there is a toggle switch for 'Can see own invites only'. Five callout boxes with orange borders and arrows point to specific elements: 'Permissions' tab, 'Notifications' tab, 'Activity' tab, the email, first name, and surname fields, and the 'Can see own invites only' toggle.

You can view the activity of the user here.

You can edit details and contact information here.

You can set a user to only see the invites they create here.

- Once you have clicked into a user profile, you will see the above screen. This is an overview of the user.

NOTIFICATIONS

User Information **Permissions** **Groups** **Activity** **Notifications**

Preferences

- Own invites only
- User groups
- All invites

Email notifications

- Registration submitted
- Ongoing monitoring alert

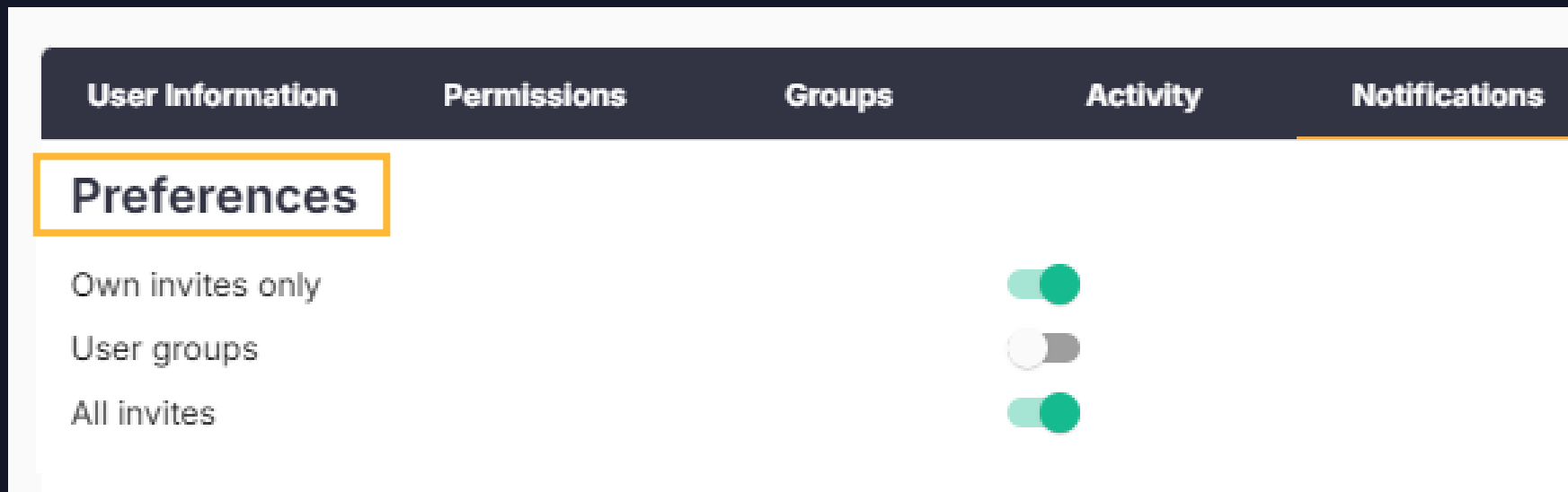
In-system notifications

- Bounced invitations
- Expired invitations
- Registration submitted
- Sanctions and PEPs match
- eSign document has been fully signed
- Identity check status referral
- Identity check status fail
- Liveness check status Refer/Fail
- Address and Mortality status referral
- Bank account check status referral
- Proof of Ownership check status referral
- Proof of Ownership check result retrieval
- Open banking check completed

- If you click into the notifications tab of a user, you will see we have a range of notifications that can be turned on.
- There are 3 main areas:
 - **Preferences** – These set the conditions for the notifications you will receive.
 - **Email Notifications** – These are notifications you can receive via email.
 - **In-system Notifications** – These are notifications you can receive via the notifications pane within the portal.

NOTIFICATIONS

- You will need to turn on notification preferences to receive the notifications.
- To receive notifications for your own invites, you will need to turn on 'own invites only'.
- To receive notifications for all checks sent out via the portal, not including your own, you will need to also turn on 'all invites'.
- To receive notifications for certain user groups, toggle on user groups and select the groups you wish to receive notifications for.
- The example preferences set below will see the user receive notifications for both their own checks **AND** notifications for all checks sent out within the portal.



The screenshot shows a user interface with a dark header containing five tabs: 'User Information', 'Permissions', 'Groups', 'Activity', and 'Notifications'. The 'Notifications' tab is selected and highlighted with an orange underline. Below the tabs, the 'Preferences' section is highlighted with an orange border. It contains three settings, each with a toggle switch:

Setting	Toggle Status
Own invites only	On (Green)
User groups	Off (Grey)
All invites	On (Green)

NOTIFICATIONS

You have two email notifications you can turn on:

- **Registration Submitted** – This email alert will let you know when an individual has completed a journey.
- **Ongoing Monitoring alert** – This email alert will let you know if there has been any changes to an individual's Peps & Sanctions results during the period you have set up for ongoing monitoring. We highly recommend, if you are using ongoing monitoring, having this notification turned on for at least one person in your organisation. For more information on ongoing monitoring, please click [here](#).

Email notifications

Registration submitted



Ongoing monitoring alert



NOTIFICATIONS

- We have a range of in-system notifications that you can turn on.
- They will appear in your notification panel as below:

In-system notifications

Bounced invitations	<input type="checkbox"/>
Expired invitations	<input type="checkbox"/>
Registration submitted	<input type="checkbox"/>
Sanctions and PEPs match	<input type="checkbox"/>
eSign document has been fully signed	<input type="checkbox"/>
Identity check status referral	<input type="checkbox"/>
Identity check status fail	<input type="checkbox"/>
Liveness check status Refer/Fail	<input type="checkbox"/>
Address and Mortality status referral	<input type="checkbox"/>
Bank account check status referral	<input type="checkbox"/>
Proof of Ownership check status referral	<input type="checkbox"/>
Proof of Ownership check result retrieval	<input type="checkbox"/>
Open banking check completed	<input type="checkbox"/>

Notifications

System **Actions** 4

Address and Mortality	1	^
02/08/2024 Example One 645GRA		x
Refer		Review →
Identity check refer	1	∨
Liveness	1	∨
Process complete	1	∨

USER GROUPS, PERMISSIONS & ROLES

USER GROUPS, ROLES & PERMISSIONS

User Groups	User Roles	User Permissions
<ul style="list-style-type: none">• User groups can be used to group a set of individuals, for example a set of users from the same branch or team.• Users in a user group will only be able to see invitations and checks sent from that user group.	<ul style="list-style-type: none">• User roles can be used to set up permissions for different users depending on their 'role', and the level of access you wish for them to have.	<ul style="list-style-type: none">• We have a selection of permissions that you can assign to users.• Permissions can be set at an individual, user group or user role level.• We recommend setting up permissions via user roles.

USER GROUPS

- User groups can be used to group a set of users where you wish to limit visibility of checks between groups, for example a set of users from the same branch or team.
- Users in a user group will only be able to see invitations and checks sent from that user group.
- Users not set up in a user group will be able to see all invitations and checks sent within the portal, including those sent from within a user group.
- If you are setting up multiple user groups, we advise to leave at least one person outside of a user group who can view all checks for emergency cases.
- Users can be assigned to multiple user groups.
- Once an invitation has been sent outside of a user group, it will not follow any subsequent changes to that user's group membership. Therefore, if the user who issued the check is later moved into a user group, the original invitation may no longer be visible to them.
- If you have any concerns regarding user visibility or access, please contact our Support team who will be happy to assist.

USER GROUPS

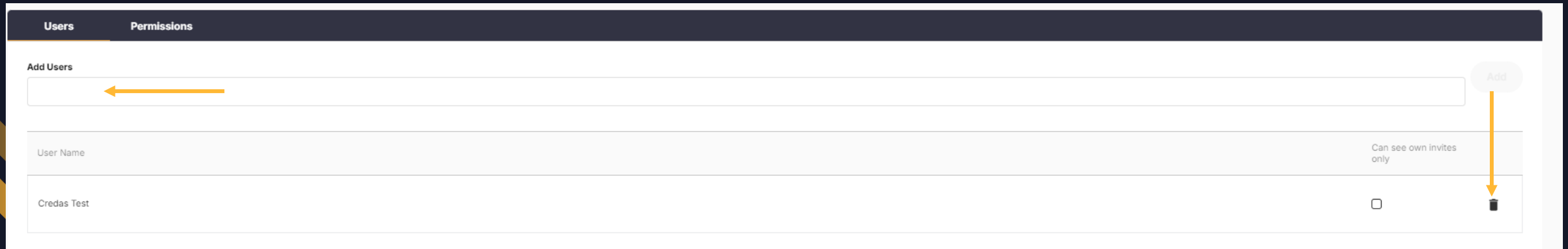
- To set up a user group, click on 'Portal User groups' within the Admin Portal header.
- After this, select 'Add new' on the right-hand side of the portal.
- A new screen will open called 'Create user group'. Simply enter the 'User Group Name' and an email address.
- If you are happy with the information entered, click 'Save'.

The screenshot displays the CREDAS Admin Portal interface. The header includes the CREDAS logo, 'Admin Portal' dropdown, and navigation links for 'Portal Users' and 'Portal User groups' (highlighted with arrow 1). On the right, there are icons for information, notifications (with a '2' badge), and 'HR'. Below the header is a search bar and a '+ Add new' button (arrow 2). A modal window titled 'Create user group' is open, showing two input fields: 'User Group Name' (containing 'Cardiff team', arrow 3) and 'Email Address' (containing 'cardiff@example.com'). At the bottom of the modal are 'Cancel' and 'Save' buttons (arrow 4). In the background, a table lists existing user groups with columns for 'Name', 'Full Permissions', and 'Actions'.

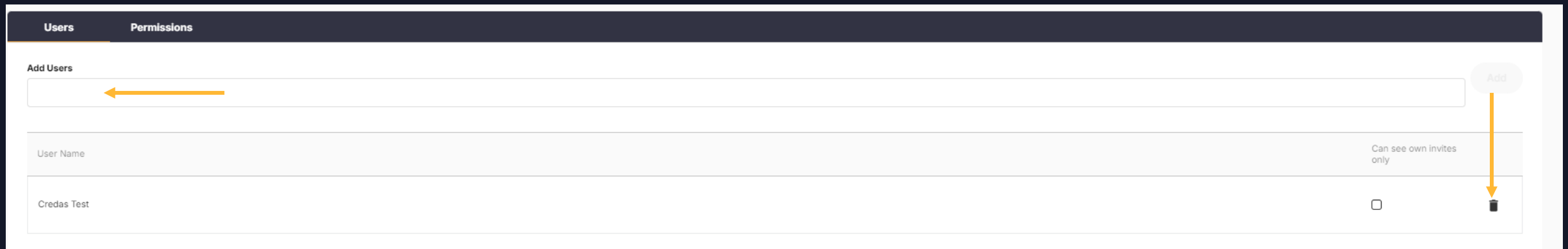
Name	Full Permissions	Actions
Example 5	✓	⋮
HR Department	✗	⋮
Example 2	✓	⋮

USER GROUPS

- Once the user groups have been created, these will be visible within the 'Portal User groups' tab.
- To add a new user to a group, click into the user group in question.
- Search for the user(s) you wish to add within the 'Add Users' search bar.
- You can also delete users here by clicking the bin icon.

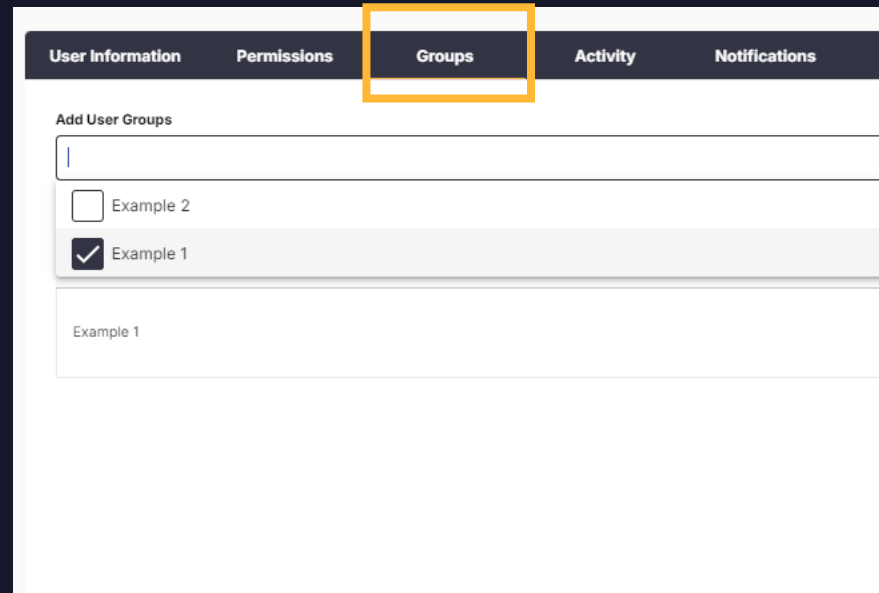


USER GROUPS



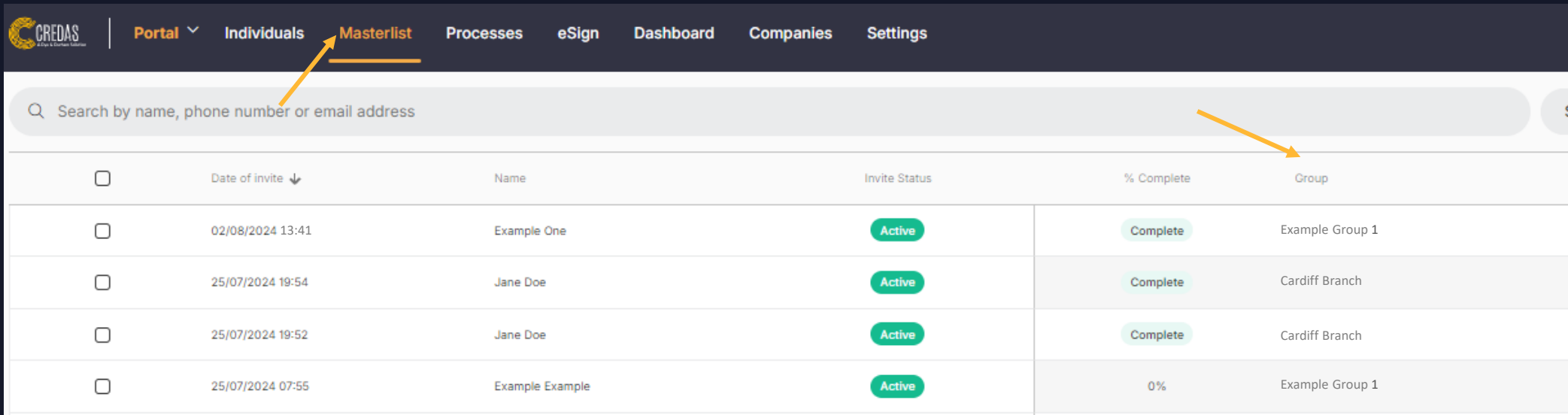
- Search for the user(s) you wish to add within the 'Add Users' tab.
- You can also remove users from a group by clicking the bin icon.

USER GROUPS



- Alternatively, you can add user groups to an individual user by going into the user [profile](#).
- Click into the 'Groups' tab where you can add the user into user groups and view which groups they are currently assigned too.

MASTERLIST FOR USER GROUPS



<input type="checkbox"/>	Date of invite ↓	Name	Invite Status	% Complete	Group
<input type="checkbox"/>	02/08/2024 13:41	Example One	Active	Complete	Example Group 1
<input type="checkbox"/>	25/07/2024 19:54	Jane Doe	Active	Complete	Cardiff Branch
<input type="checkbox"/>	25/07/2024 19:52	Jane Doe	Active	Complete	Cardiff Branch
<input type="checkbox"/>	25/07/2024 07:55	Example Example	Active	0%	Example Group 1

- If you or your users are set up in multiple user groups, we have a masterlist feature that allows you to view individuals that have been created from all the user groups assigned to the user.
- The user group the individual was created in will also appear in the table, as can be seen above.
- Please contact our support team if you wish to enable the masterlist function.

USER ROLES

- User roles can be used to set up permissions for different users depending on their 'role' and the level of access you wish for them to have.
- Instead of assigning these permissions manually for every individual user, you can create a user role to change the permissions of a group of people.
- For example, you may want your standard users to be able to send out invites and download PDFs but not be able to remediate checks.
- A user should only be assigned one user role, if a user is assigned to multiple user roles, the permissions will conflict with each other, and the user will have the lowest user role permissions.
- User roles can be used in conjunction with user groups. For example, you may have multiple user groups, and within those user groups you have users with different user roles applied.

USER ROLES

- To set up a user role, click on 'Portal User Roles', found within the Admin Portal header.
- Click the 'Add new' button.
- You will be asked to give a name and description to the user role as well as assigning permissions. We recommend detailing within the description the permissions assigned.
- Once set up, you will need to turn the user role active.

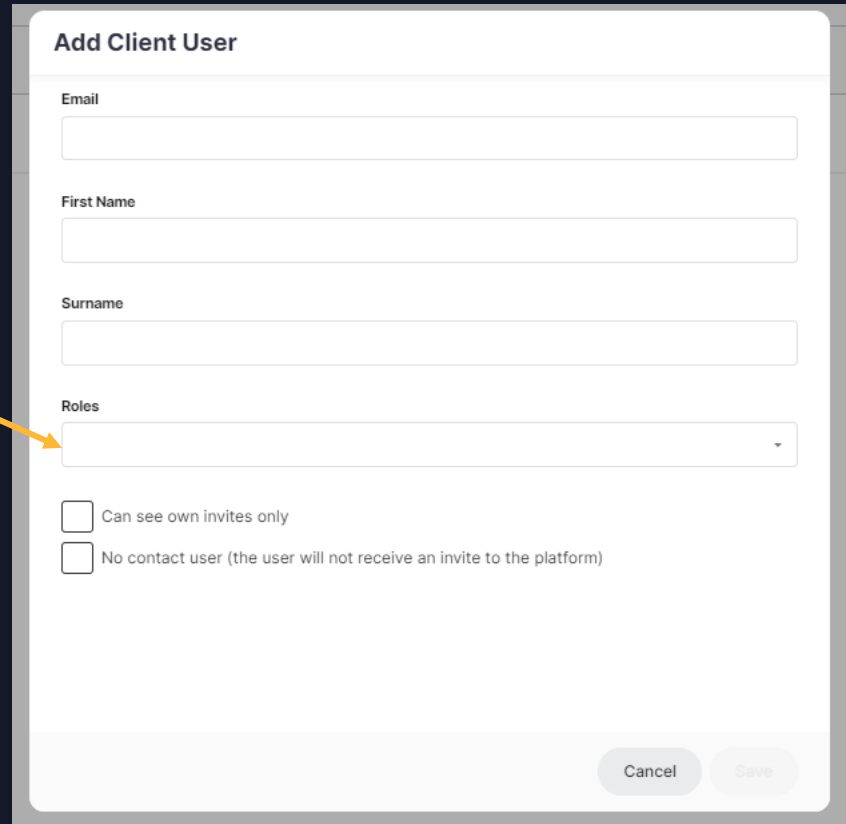
The screenshot displays the 'Portal User Roles' management page. The navigation bar at the top shows 'Admin Portal' with a dropdown, and 'Portal Users', 'Portal User groups', and 'Portal User Roles' (highlighted with arrow 1). The main content area features a table with columns for 'Name', 'Description', and 'Active'. The table contains two rows: 'Example 1' with 'Cant send out invites' and an active toggle, and 'Example 2' with 'Full permissions' and an inactive toggle (highlighted with arrow 3). An '+ Add new' button (highlighted with arrow 2) is located in the top right corner of the table area.

Name	Description	Active
Example 1	Cant send out invites	<input checked="" type="checkbox"/>
Example 2	Full permissions	<input type="checkbox"/>

USER ROLES

- You can assign a user role when you are creating a new user as can be seen below.

You can assign a user role here



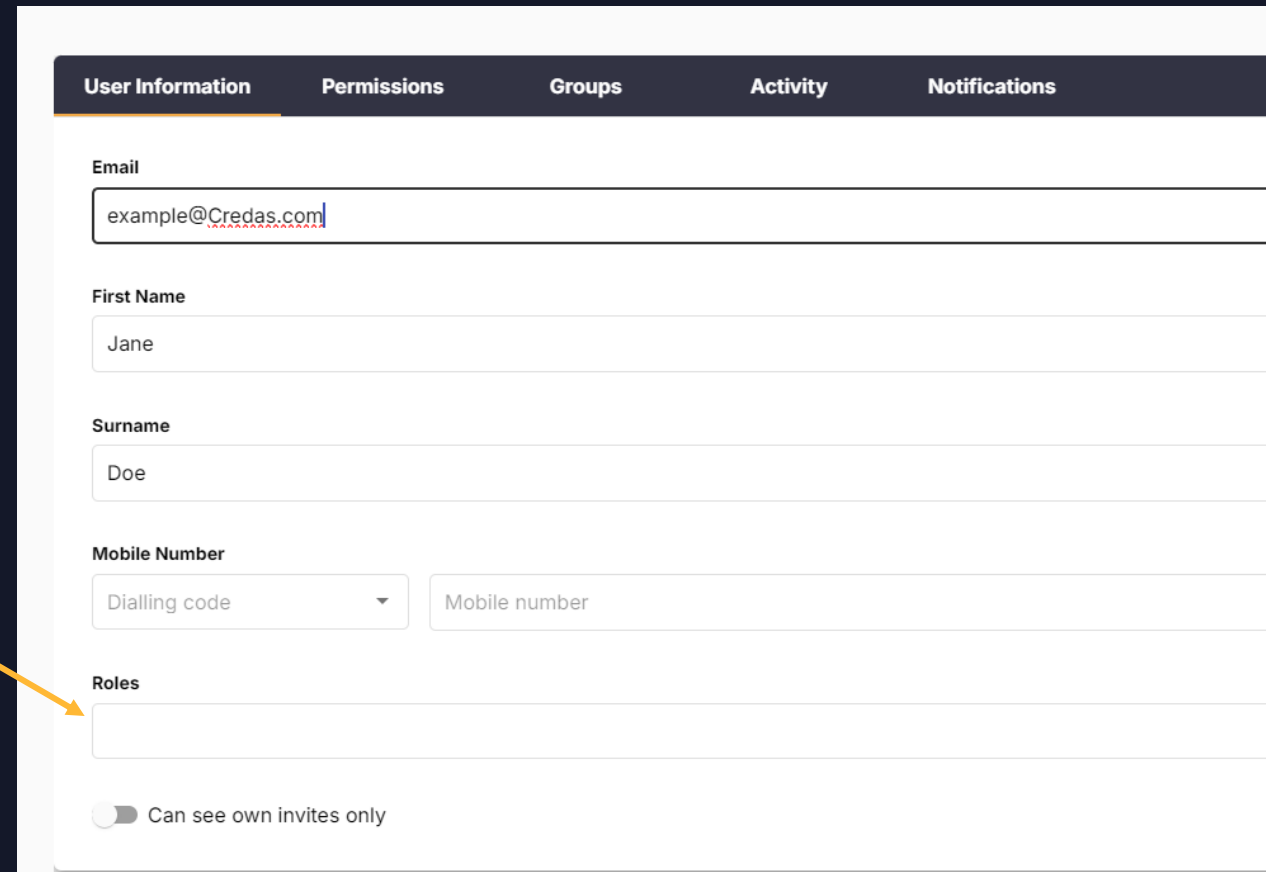
The screenshot shows a form titled "Add Client User" with the following fields and options:

- Email:
- First Name:
- Surname:
- Roles:
- Can see own invites only
- No contact user (the user will not receive an invite to the platform)

Buttons: Cancel, Save

USER ROLES

- Alternatively, you can apply user roles to existing users by going into the user [profile](#) and adding a role.



The screenshot shows a user profile page with the following fields and options:

- User Information** (selected tab)
- Permissions**
- Groups**
- Activity**
- Notifications**
- Email**: example@Credas.com
- First Name**: Jane
- Surname**: Doe
- Mobile Number**: Dialling code (dropdown) and Mobile number (text input)
- Roles**: (empty field)
- Can see own invites only**: (toggle switch)

You can assign a user role here

USER PERMISSIONS

- We have a selection of permissions that you can use to alter the level of access for a user within Credas.
- Permissions can be set at an individual, [user group](#) or [user role](#) level.
- You should only configure permissions at one of these levels. If permissions are applied across multiple levels, the user will inherit the most restrictive permission set.
- We recommend setting up user permissions via user roles.
- The next few pages will walk you through the main permissions that can be altered.
- For a full list of up-to-date permissions, please click [here](#).

Allows a user to add new individuals.

USER PERMISSIONS

Allows a user to issue a journey to an individual.

Allows a user to manage folders.

Allows a user to edit an individual's details, such as their name.

Allows a user to delete individuals.

Allows a user to add notes to an individual's profile.

Allows a user to run data checks such as Proof of Ownership or one-off manual Address checks.

<input checked="" type="checkbox"/> Portal	Connect Portal
<input checked="" type="checkbox"/> Individuals	Allows the user to see the list of Processes for the Client
<input checked="" type="checkbox"/> Entities Admin	Allows the user to create Entities
<input checked="" type="checkbox"/> Invite entities to processes	Allows the user to invite entities to a process
<input checked="" type="checkbox"/> Create Entity Folders	Allows the user to create folders for entities
<input checked="" type="checkbox"/> Add Entities to Folders	Allows the user to add entities to folders
<input checked="" type="checkbox"/> Allow Auto-refresh on Entity List	Allows the user to turn on auto-refresh on the Entities list
<input checked="" type="checkbox"/> Allow Export to CSV	Allows the user to export Entities to CSV
<input checked="" type="checkbox"/> Edit entity user details	Allows the user to edit entity user's details
<input checked="" type="checkbox"/> Delete Entities	Allows the user to delete entities
<input checked="" type="checkbox"/> Add Data Checks for Entities	Allows the user to add data checks to entities
<input checked="" type="checkbox"/> Add Entity Notes	Allows the user to add notes to entities

USER PERMISSIONS

Allows a user to manage tags.

<input checked="" type="checkbox"/> Add Entity Tags	Allows the user to create tags for entities
<input checked="" type="checkbox"/> Add Tags to Entities	Allows the user to add tags to entities
<input checked="" type="checkbox"/> Entity Milestones	Allows the user to view entity milestones
<input checked="" type="checkbox"/> View Entity Processes	Allows the user to view entity processes
<input checked="" type="checkbox"/> View Entity Identity Checks	Allows the user to view entity identity checks
<input checked="" type="checkbox"/> View Entity Documents	Allows the user to view entity documents
<input checked="" type="checkbox"/> View Entity Notes	Allows the user to view entity notes
<input checked="" type="checkbox"/> View Entity PDF Exports	Allows the user to view entity PDF exports
<input checked="" type="checkbox"/> Entity Evidence	Allows the user to view and add entity evidence
<input checked="" type="checkbox"/> Entity PDF Export	Allows the user to export an entity to a PDF document
<input checked="" type="checkbox"/> Processes	Allows the user to see the list of Processes for the Client
<input checked="" type="checkbox"/> Create Processes	Allows the user to create Processes

Allows a user to view the relevant areas on an individuals profile.

Allows a user to view and add evidence to an individual's profile.

Allows a user to export PDFs.

Allows a user to issue a journey to an individual.

USER PERMISSIONS

<input checked="" type="checkbox"/> Dashboard	Allows the user to view the Dashboard
<input checked="" type="checkbox"/> Update status of a check	Allows the user to update the status of a check
<input checked="" type="checkbox"/> Liveness	Allows the user to update the status of a Liveness check
<input checked="" type="checkbox"/> ID Document	Allows the user to update the status of an ID Document check
<input checked="" type="checkbox"/> Standard check	Allows the user to update the status of a Standard check
<input checked="" type="checkbox"/> International Sanctions and PEPs	Allows the user to update the status of a Sanctions and PEPs check
<input checked="" type="checkbox"/> Credas AML Protection Pack	Users can update the status of the Credas AML Protection Pack report and its sections.
<input checked="" type="checkbox"/> Companies	Allows the user to create and manage companies
<input checked="" type="checkbox"/> Settings	Allows users to manage portal settings

- [Dashboard](#) – Allows a user to access the dashboard tab.
- [Companies](#) – Allows a user to access our KYB solution.
- [Update status of a check](#) – Allows a user to manually update the status of a check.
- [Settings](#) – Allows a user to access the portal settings tab.

USER PERMISSIONS

<input checked="" type="checkbox"/> Admin Portal	Connect system administration (super user)
<input checked="" type="checkbox"/> Portal Users	User can administer users
<input checked="" type="checkbox"/> Create Users	Allows the user to create users
<input checked="" type="checkbox"/> Copy reset password links	Allows the user to copy reset password links
<input checked="" type="checkbox"/> Send reset password emails	Allows the user to send reset password emails
<input checked="" type="checkbox"/> Allow setting temporary passwords	Allows the user to set temporary passwords
<input checked="" type="checkbox"/> Remove Users	Allows the user to remove users
<input checked="" type="checkbox"/> Edit users	Allows the user to edit users
<input checked="" type="checkbox"/> Portal User groups	User can administer user groups within a client
<input checked="" type="checkbox"/> Remove user groups	Allows the user to remove user groups
<input checked="" type="checkbox"/> Create user groups	Allows the user to create user groups
<input checked="" type="checkbox"/> Portal User Roles	

- These permissions relate to the admin portal.
- If you do not want a user to access any parts of the admin portal, turn off the top 'Admin Portal' permission.
- The portal user groups permissions are linked to creating and managing user groups.
- The portal user role permissions are linked to creating and managing user roles.

USER PERMISSIONS

<input checked="" type="checkbox"/> Legislation	Allows users to administer legislations
<input checked="" type="checkbox"/> Digital Identity Trust Framework	Allows users to activate DITF profiles
<input checked="" type="checkbox"/> Right to Work (RTW)	Allows users to activate the Right to Work card on the Identity checks table cards
<input checked="" type="checkbox"/> Right to Rent (RTR)	Allows users to activate the Right to Rent card on the Identity checks table cards
<input checked="" type="checkbox"/> Safe Harbour	Allows users to activate the Safe Harbour card on the Identity checks table cards
<input checked="" type="checkbox"/> Proof of Ownership	Allows users to activate the Proof of Ownership card on the Identity checks table cards

- The legislation permissions allow a user to administer Digital Identity Trust Framework, Right to Work, Right to Rent, Safe Harbour and Proof of Ownerships checks
- You will only see the relevant legislations to your portal, for example if you do not have safe harbour journeys, you will not be able to see the Safe Harbour permission.

SUPPORT



[Log a Support Ticket here](#)



Call us on [029 2010 2555](#)



[View our Knowledge Base here](#)