

2 User Accounts & Passwords

There are three types of accounts:

- **User** accounts can only create reservations on the fields they have access to.
- **Admin** accounts can add or modify the system configuration options.
- **Limited-Admin** accounts can add or modify limited system configuration options.



Do not delete the **Admin Admin** account. If we need to login to assist you with an issue, or to check on something, that is the account Support will use to access your system.



In order to keep the system running smoothly, it is best to limit the number of Admin accounts to avoid one Admin deleting something another Admin user set up.



Your Admin account should only be used for Admin functions. If an Admin is also a coach who can reserve fields, create a separate user account to use when you doing coach related activities.



Account usernames and email addresses have to be unique. The same username or email address cannot exist twice in the system.

If a coach needs to have two separate accounts but only has one email address, contact Support. We can create a temporary email account that will forward messages from their temporary account to their primary account.



If you have a need for a Limited-Admin account, contact Support.



2.1 Login to your system and change the password of your account

1. Use the URL provided to access your system.
2. Login with the username and password.
3. From the menu line, choose **My Account, Change Password**.
4. Enter the current password in the first box.
5. Enter your desired password in the second box. The only requirement for passwords is they must be at least six characters long.
6. Re-enter your password in the third box and press the Change Password button.
7. Sign-out by clicking the Sign Out link in the upper right corner.
8. Login back in with your username and password to ensure you can still access the system.



2.2 Reset your password

1. Use the URL provided to access your system.
2. Click the **I Forgot My Password** link.
3. Enter the email address associated with the account.
4. The system will create a temporary password and email it to the user.
5. Once logged in with the temporary password, follow the steps to change the password.



2.3 Create a user account [Admin]

1. Use the URL provided to access your system.
2. Login with your Admin username and password.
3. From the menu line, choose **System, Users**.
4. At the bottom of the screen is where you Add a User.
 - a. Enter a Username.
 - b. Enter an Email address.
 - c. Enter the First Name.
 - d. Enter the Last Name.
 - e. Make sure the correct Timezone is chosen.
 - f. Enter the Password.
 - g. Choose the Group from the drop-down.
 - h. Click the Add User button.
5. Once you have added the user, they will appear in the User are.



2.4 Update a user account [Admin]

1. Use the URL provided to access your system.
2. Login with your Admin username and password.
3. From the menu line, choose **System, Users**.
4. Place the mouse on the name of the user in the Name column and click. An update user dialog box will appear to update the Username, Email, First or Last Name, Timezone, Phone #, or Position.
5. In addition to the update user dialog box, the following options appear to the right of the user's name:

Status	Users can have one of two statuses, either Active or Inactive. Active = user is able to login to the system Inactive = user is unable to login to the system
Permissions, Edit	Used to individually assign resource permissions to a user.
Groups, Edit	Used to add or remove what groups the user is assigned to.
Search	Used to display and search the user's reservations.
Reset	Used to reset a user's password.
Delete	Used to delete a user.



Deleting a user will also delete all reservation history of that user.



Before you start adding users, think about what fields they will have access to reserve. Creating a user group could help ensure everybody has the correct permissions and access they need.

