Frequently Asked Questions – User Administration

Jump to…

- [How do I add/look at/administer users?](#)
- [I've forgotten my password, how do I change it?](#)
- [What permission levels and what sort of access do they allow?](#)
- [Can I monitor what my Users are doing?](#)
- [How do I advise RelianSys of a problem with the system?](#)

How do I add/look at/administer users?

With the recent change to the way RGS user access is administered, Administrators no longer need to log into the specific module to set up new users, alter access, change passwords or look at users. It is now located from the RelianSys Welcome page, where all the icons for the modules are located.

On the top header of the Welcome page, Administrators and System Owners will find the **User Accounts** tab next to Welcome.

When clicking on User Accounts, Administrators and System Owners will see a screen that displays all of the Active User Accounts of RGS at their organisation. Each user will have a Name and an Email address (which is also their username). This screen will also show each module that the user has access to, and what level of access they have.

To add a user, click on the green Add+ button and you will be taken to a New User screen. Enter the new user's first name and surname as well as their email address (all fields with a * next to them are mandatory). Scroll down and click on the arrow next to whatever module you are granting access to and give the new user an access level. Once you are satisfied that all the fields have been entered, click on Save & Send Email and this will send the new user an email with their user name, password

and instructions on how to log in for the first time and reset their randomly assigned password to one of their own choosing.

If you want to **grant additional access to a user** (ie: give them access to a module to which they did not previously have access to) this is also done in the User Accounts screen.

Clicking on the user's name and this will take you into the User Details screen. From here you can **make changes to what modules the user has access to and also their access level within those modules** as well as changes to their first name and/or surname, you can also alter their password, if required, in here, unlock the account if it has been locked out. To make user the changes take effect, click on Save, you will receive a message asking if you want to update the selected user, click OK, a message of Successfully updated! will appear in green text above the First Name field, then Close to return to the User Accounts screen.

From the user Accounts screen you can view both Active and Inactive accounts. It defaults automatically to the Active view, but by clicking on Inactive you can view the list of deactivated accounts. **You can reactivate** them by clicking the check box next to the account you want to make active and click on the Activate button. Conversely you can make an active user inactive from the Active view by clicking on the check box next to that user and selecting the Deactivate button.

Note: Administrators will only be able to perform administrative functions for the modules that they have been given Administrator access to, whereas System Owners can do this for any module that the organisation is subscribed to.

For more detailed instructions, please refer to your Module's User Manual, which you can find here.

Back to top

I've forgotten my password, how do I change it?

If you have forgotten your password to log on to the system there are a number of ways to get this reset. **You can contact RelianSys** either by email or phone and the Help Desk can reset it for you.

You can contact an Adminstrator in your organisation. Each organisation has a System Owner and Administrator/s who have the ability to reset your password for you.

Alternatively you can reset it yourself, by following this procedure:

1) From the Login page click on the Forgot your password? link (this is in green text located directly below the Login button)
2) The system will request you to enter your User email address. In the Your email address box type in your email address (this should also be your user id) and then click Send
3) When you receive the response in your inbox, follow the instructions, using the randomly generated temporary password that it has in it, and this will allow you to change it to a password of your choosing and should have granted you access to the system.

Back to top

What permission levels and what sort of access do they allow?

There are differing levels of user access depending on what module you are using. Delegations has 3 types of user (Administrator, Authority and Standard) as does Authorisation, whereas the other modules like Compliance have 5 levels of user access (Administrator, Super User, Basic, Standard and Limited).

To see the full Permissions Table for your Module please refer to your Module's User Manual, or the Permission Level document for all Modules, which you can find here.

Back to top

Can I monitor who is using what?

Yes, System Owners and Administrators have the ability to monitor usage of the system through the User Accounts screen.

1) From the Welcome screen select User Accounts
2) Select the user you want to look at
3) From the User Details screen click on the Module Access button and this will give you a **Module Access for Users** screen, which shows you what module they accessed and when.

As System Owners have greater access across the system (being granted Administrator rights to all modules automatically) they can follow a slightly easier process.

1) From the Welcome screen select User Accounts
2) Click on the User Access for All Modules button

This will show you the details of everyone who has used the system, it will give you their name, the module accessed and the date and time of access. You can also narrow the search down to check just an individual user if you wish by selecting that user and clicking on the Module Access button in their User Details screen.

Back to top

How do I advise RelianSys of a problem with the system?

There are 3 ways to advise us of a problem you are having with the system.

1) You can call us either on 1300 793 905 or on (03)9758 4595 from overseas.

2) You can email us at contact@reliansys.com.au.

Both of these will see you put through to our Help Desk who will assist you with your query or problem.

3) Alternatively there is a green **Help** tab on the right hand side of the Welcome page once you've logged into RGS. Clicking on this will bring up a Help Center screen. You can search for help there by typing in a topic that relates to your issue and this will bring up a pertinent article. You can also click on the *Raise a Help ticket* option, this will allow you Create a new ticket that will be emailed directly to us when clicking the Submit Ticket option. Upon receipt of this, someone from our Help Desk team will contact you and assist.

Back to top