



Users- How to Add New Users

In this video we will discuss how to add new users to your system. This process is best used if you're adding a small number of users to your account. If you have a large number of users you'd like to upload, or you'd like to create a specialty group of users that may or may not currently exist in your system you can always email a spreadsheet of these users to our customer success team at support@highgroundsolutions.com.

To add a new user to your system simply hover over "users" and select "add users" from the drop-down menu. You will then see a form to fill out for your new user. The first step is to decide what level this user is. Then enter their first and last name. To create a user name, click on "create user name". If the user you are creating is going to have admin rights it would be wise to jot down their password as this will disappear from your view after you create the user for security reasons. You can also change this password to something easier to remember. Users can also change their username and password once they log in.

Please note that passwords are case sensitive.

After this you can enter any contact information you have such as phone numbers, email addresses, cell phone numbers. It's always a good idea to enter an email address for your users as these can be used to recover passwords in the case that a password is forgotten. If you'd like your user to be added to an already existing group, simply select the group from one of these drop-down menus.

Lastly, click save to save your new user, or select "add another user" and then click save, your user will be saved, and you will be redirected to the "add user" screen to add another user.

Thanks for watching! If you have more questions, please feel free to contact our Customer Success Team at support@highgroundsolutions.com.