

This guide helps you create manage users within a few steps.

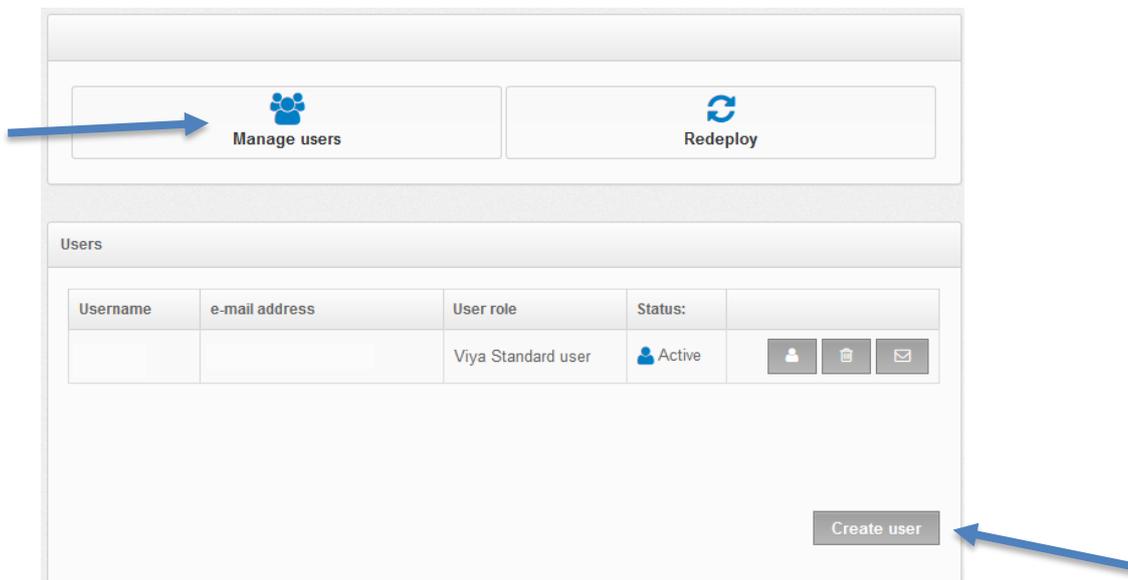
Creating manage users as an admin user

You have created a SaaSNow environment in our portal and it is now time to create the manage users so you can work with your environment.

As an admin user you are able to create manage users so they can have access to the SAS-portal. You can choose which role the user gets. It depends on the size of the environment how many users you can create.

How do I create users as an admin user?

- Go to the SaaSNow portal
- Click on 'details' and go to manage users.
- Click on 'create a user'.
- Fill in the contact details from the person you want to add as a user: email address, username and choose a user role.
- Click on 'save'.
- The overview shows the user, with the status 'creating'.
- An automatic email will be sent to the invited user (email address you've filled in).



What the invited user has to do:

- The automatic email includes a link where the password can be created.
- Click on the link.
- Fill in the username and the name of the environment. The username you have to choose is the one which is already created by the admin user.
- Click on 'request'.
- Another automatic email will be sent with a password reset link.
- After the password has been reset, the invited user can log in to the SAS portal.

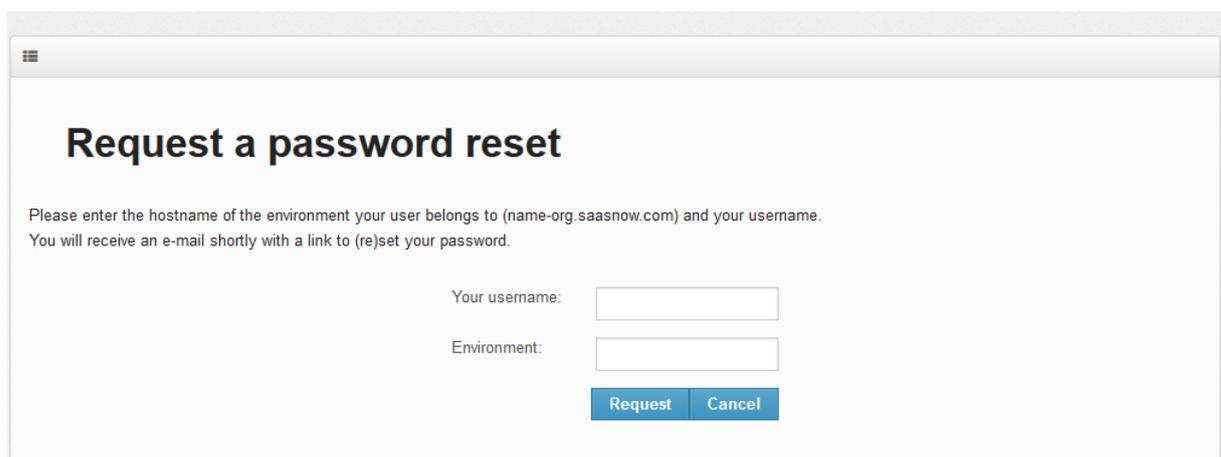
Password reset without using the SaaSNow portal

It is also possible to reset a password without using our SaaSNow portal. We have a link available where you can reset your password: <https://www.saasnow.com/auth/envuser/forgot>

This link can be used by invited users, without intervention of an admin user.

If you click on the link you will automatically go to a webpage. Fill in your username and the name of the environment and click on request.

saasnow



The screenshot shows a web browser window with a hamburger menu icon in the top left corner. The main heading is "Request a password reset". Below the heading, there is a paragraph of instructions: "Please enter the hostname of the environment your user belongs to (name-org.saasnow.com) and your username. You will receive an e-mail shortly with a link to (re)set your password." There are two input fields: "Your username:" and "Environment:". Below these fields are two buttons: "Request" and "Cancel".

You will receive an e-mail with a link to (re)set your password.