

Users

Users you can register cases for.

More Service retrieves all users through More Service Discovery from Active Directory. In this view you can retrieve and edit the information contained in More Service. You can also create new users in this view.

- **Superuser**

- A user can be assigned rights as "Superuser" As a SuperUser, an end user can read, comment and close other people's cases in same department in user portal.
- It is important that the Department/Company states that a super user with the above rights is used. This is in relation to the GDPR.
- Superuser is activated by pressing the button on the user card itself.

The screenshot shows a user profile form for 'Gunn Garvik'. The form includes fields for Username (gunn@gar), Password (masked), Email (gunn.garvik@technet.no), Phone (Work / Organization: 004733485975, Mobile / Private: 004790117251), Customer (dropdown), Manager, Employee No., Invoice (toggle), and VIP Very Important Person (toggle). Below these fields is an 'Other' section with an 'Additional information' text area. At the bottom, there is a 'SuperUser' toggle switch, which is highlighted with a red rectangle. To the right of the toggle is a 'YELLOW PAGES' link. Below the 'SuperUser' section is an 'Asset' section with an 'Add asset: Search assets here' button.