

How to View the Driver Log of a Deleted User



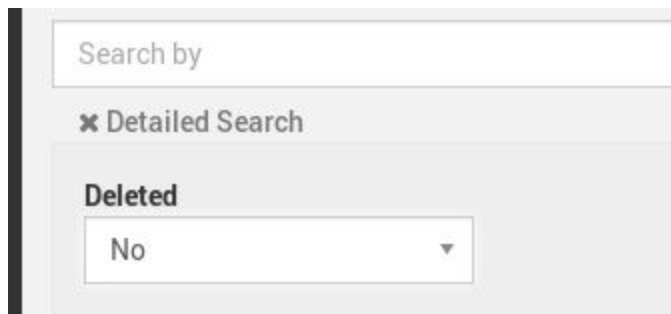
Article Summary: Instructions on how to restore a deleted user and add their membership(s) back. This allows you to view logs for a deleted Driver.

Revised Date: 03/21/2017

Log into the web portal at <https://mynavistream.com>. You will need to have access to an account with Administrator privileges.

Click on Management and Settings. Then click on Users which is listed under the Administration heading.

On the Users listing click on Detailed Search. You will see a No/Yes combo box with the header Deleted. Change the No to Yes, and the User Listing will change from displaying Active Users to Deleted Users.



Use the Search By, or scroll to locate the user whose account you would like to restore. Click on the Email column hyperlink, or the Pencil Icon to view the account.



There will be a Restore User button shown near the top right of the View User page.



Click this button to restore the user.

You will be prompted again to confirm the restore. Click on Restore User once more to confirm.

How to View the Driver Log of a Deleted User



As a final step, you must give a Membership back to the user.

Find the user once more, and click on the Pencil icon on the far right of the row they are on to edit the user.



Add the appropriate Membership by giving the user an Organization and a Role again.

Note: the original Organization and Role(s) are removed from the user account when the user is deleted and must be added back again.

Memberships [Add Memberships](#) **+**

Organization	Roles
Québec	Driver x

Click the Update User button on the top right to save the change.



The Driver's information will now be made available on the web portal again for the given Organization.