

Using Find Users

This document explains how to use the Find Users option in your administrator panel. The Find Users option allows you to:

- view and edit user information, including email and password information.
- delete or deactivate a user.
- view and manage user roles.

The Find Users option is available in all administrator levels.

Finding Users

You can use the Find Users option in any administrator panel to search for and access information about users within your organization who have Jasperactive accounts.

Step 1: Log in to [Jasperactive](#). If necessary, select an administrator role from the Role menu.

Step 2: Click the **Find Users** option in the panel to display the Find Users page.

Find Users

Search Users

In this section you can search, edit and view system users.

First Name:
Last Name:
Email:
Role: All ▼

Country: All ▼
State/Province/Region: All ▼
Associated Partner:
Search

Step 3: In the **Search Users** section, enter information in the search fields and/or select options from the drop-down menus to refine your search to locate a specific user or group of users. (You can also perform a search without entering any criteria if you want to see all users associated with your administrator account.)

Step 4: Click the **Search** button to display the results.

Use the Edit (✎) icon to manage user roles and personal data.

Name	Role	Partner	Email	Country	State/Province/Region	Options
Bedelia, Amelia	Student	School Of Technology	abedelia@douglas.net	United States	Alabama	  
D, Ruth	Distributor Admin,Teacher	School Of Technology,Tolano Inc.	student@cci.com	Canada	British Columbia	  

The search results table displays the Jasperactive users that match your search criteria. You can use the icons in the Options column to open the Edit User window (in which you can view and edit user information), delete a user, or open the Center Options window (in which you can view and manage user roles).

Viewing and Editing a User's Information

In the Edit User window, you can view or edit a user's personal information (including her/his email, password, registration, and last session date) or view her/his available courses and associated roles.

- Step 1:** Log in to [Jasperactive](#) as an administrator, click the **Find Users** option in the panel, and use the search feature to find users associated with your administrator account.
- Step 2:** In the search results table, locate the row for the user whose information you want to view and edit, and in the **Options** column, click the  (pencil) icon. The Edit User window appears.

Edit User

Please fill in the following: * Mandatory Fields

First Name: * Last Name: *

Gender: Date of Birth: (yyyy-mm-dd)

Country: * State/Province/Region: *

City: Zip/Postal Code:

Center Type: * Language: *

Time Zone: *

Email: * Password:

Specify a password if you want to change it, otherwise leave the field empty.

Registration Date: 2017-09-22 10:03 Last Session: 2018-01-02 09:51

Active

Courses **User Roles**

Code	Course	Start Date	Finish Date	Overall Progress	Reset Benchmark
	Microsoft Word 2016 Core	2017-09-20	2017-11-30	2.44 %	Reset
	Microsoft Excel 2016 Core	2017-09-20	2017-11-30		Reset

To deactivate a user's account, click the Active checkbox to deselect it. When you deactivate a user account, the account and all associated roles are disabled and the user can no longer log in to Jasperactive. However, all records for the user are retained in the system. Deactivating a user account effectively suspends the account until you reactivate it.

The user's current password is not shown in the Edit User window. However, you may change the password by entering a new password in the **Password** field.

You can view, but cannot edit, the information in the **Courses** and **User Roles** tabs at the bottom of the Edit User window.

Step 3: Make any changes to the information in the form, then click Save. A notification bar appears indicating the changes were successfully saved.

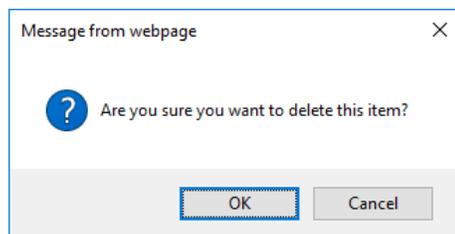
Step 4: Click **Close** to return to the Find Users page.

Deleting a User

Jasperactive allows you to delete users who do not have any associated information, such as active courses, course progress data, or group associations.

Step 1: Log in to [Jasperactive](#) as an administrator, click the **Find Users** option in the panel, and use the search feature to find users associated with your administrator account.

Step 2: In the search results table, locate the row for the user you want to delete, and in the **Options** column, click the **X** icon. A confirmation window appears.



Step 3: Click **OK** to confirm the deletion or click **Cancel** to return to the Find Users page.

Users that have associated information cannot be deleted, and must instead be deactivated.

Viewing and Managing User Roles

The Center Options window allows you to view the selected user's information and manage her/his associated Center roles.

Step 1: Log in to [Jasperactive](#) as an administrator, click the **Find Users** option in the panel, and use the search feature to find users associated with your administrator account.

Step 2: In the search results table, locate the row for the user whose role you want to view or edit, and in the Options column, click the **Center Options**  icon. The Center Options window appears.

Center Options

User Information

User Name: D Ruth
Email: student@cci.com

Current User Roles		
Partner Type	Partner	Role
Distributor	Tolano Inc.	Distributor Admin
Center	School Of Technology	Teacher

Show only Centers who depend directly on me

New Center: *

License Code: *

Options

Choose one of the following options:

- Convert to Teacher
- Add as a Teacher to a Center
- Move the Teacher to another Center
- Remove the Teacher from a Center
- Remove Teacher role and convert to Student

Assign the teacher to a new center, and maintain previous roles and associations.

The Center Options window is divided into two main sections.

- The **User Information** section displays the user's name, email, and current user roles.
- The **Options** section allows you to modify the user's current user roles and center/license association. The options available in the Options section vary depending on the administrator log in you used and on the selected user's current roles.

For more information about using Center Options to manage user roles, refer to the ***Adding a Teacher, Moving a Teacher to Another Center, and Removing a Teacher from a Center*** support articles.

Step 3: Click **Save** to save any changes you have made. A notification bar appears indicating the changes were successfully saved.

Step 4: Click **Close** to return to the Find Users page.

If you need further assistance, contact Jasperactive Support (<http://support.jasperactive.com/>) or call them at (800) 668-1669.