

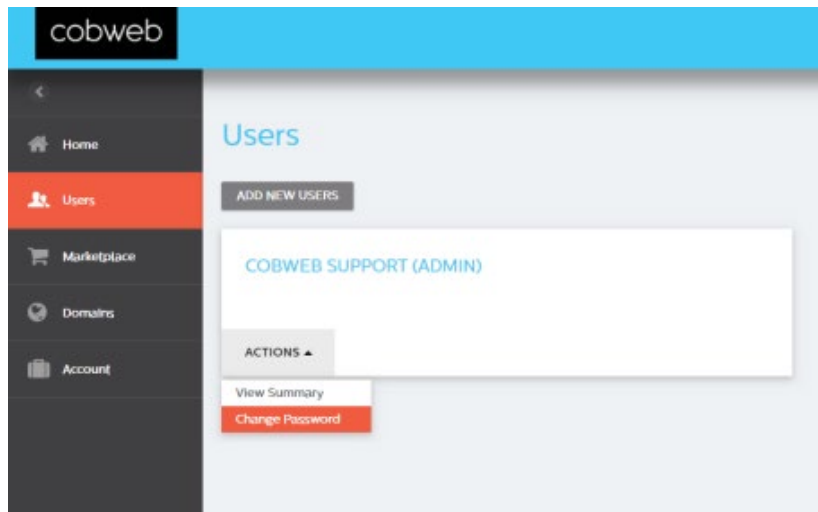
The guide will help users of Cobweb CORE maintain their existing user accounts and perform basic administrative tasks, such as:

- Changing a password
- Adding a new user
- Deleting a user

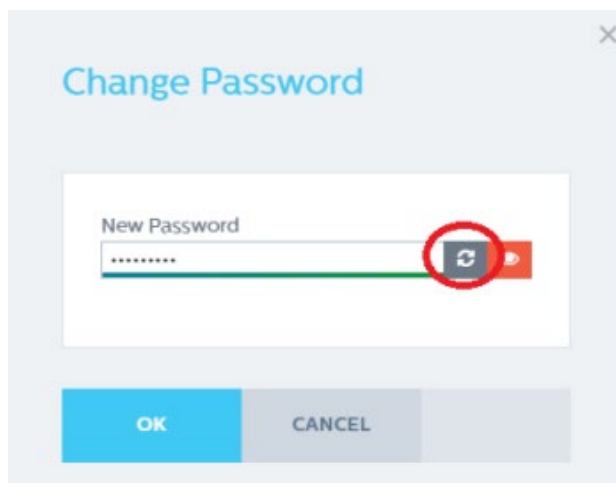
## Changing a password:

To change a user's password you must,

1. Login to Cobweb CORE (<https://core.cobweb.com>) using your administrator credentials.
2. Once logged in, click on **Users** on the left navigation pane and under the user who needs their password resetting.
3. Click **Actions > Change password**

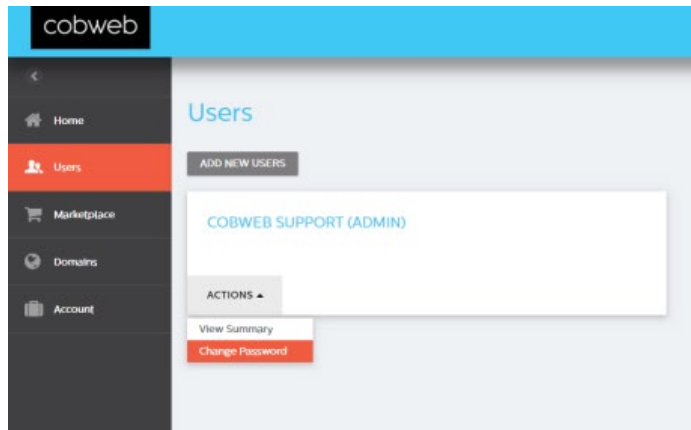


4. You will now be able to enter in a new password of your choice, or you can use a server generated password by clicking the **refresh** button highlighted below. Once you have entered in your new password, or chosen a server generated one, click **OK**.



## Adding a new user:

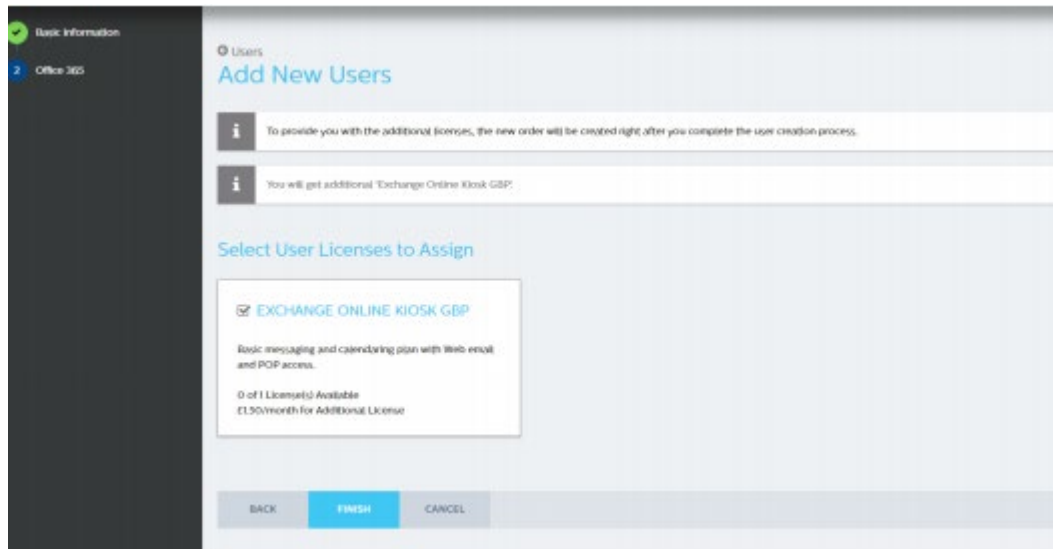
1. Once logged in to Cobweb CORE, click on users on the left navigation panel and then click add **new user**.



2. Enter in the user's details including:
  - First name/last name
  - Specify the user's role: will they be a standard user or an administrator of the account? Standard users will only be able to administer their own account and will be unable to purchase any licences in Cobweb CORE whereas an administrator will have full access to administer everyone's account, including the ability to purchase additional licences and services.
  - Email address
3. If you wish to assign the new user a licence, leave the Office 365 service ticked.
4. For additional security, if you would like the user to verify their new account, leave the option ticked to send a verification email to their address. They will then need to click a link within this email to verify their account.

A screenshot of the 'SPECIFY NEW USER' form in the Cobweb CORE application. The form is divided into three sections: 'SPECIFY NEW USER', 'ASSIGN SERVICES TO NEW USERS', and 'SELECT OPTIONS'. In the 'SPECIFY NEW USER' section, there are input fields for 'First Name' (with a red error indicator), 'Last Name', and a 'Role' dropdown menu. Below these is an 'Email' field with a note: 'This email address will be used to sign in and receive notifications.' There is also a checkbox for 'Use different emails to sign in and receive notifications.' and a 'ONE MORE USER' button. The 'ASSIGN SERVICES TO NEW USERS' section has a checked checkbox for 'Office 365'. The 'SELECT OPTIONS' section has a checked checkbox for 'Send activation email to users' with a note: 'Users will be given an activation link to log in to the Control Panel and enable services assigned.' At the bottom, there are 'NEXT' and 'CANCEL' buttons.

5. Click **Next**
6. You will now be prompted to assign an Office 365 licence to the user. If you have a spare licence available, you can use one of these. If you have none available, Cobweb CORE will purchase a new licence during the user creation process.

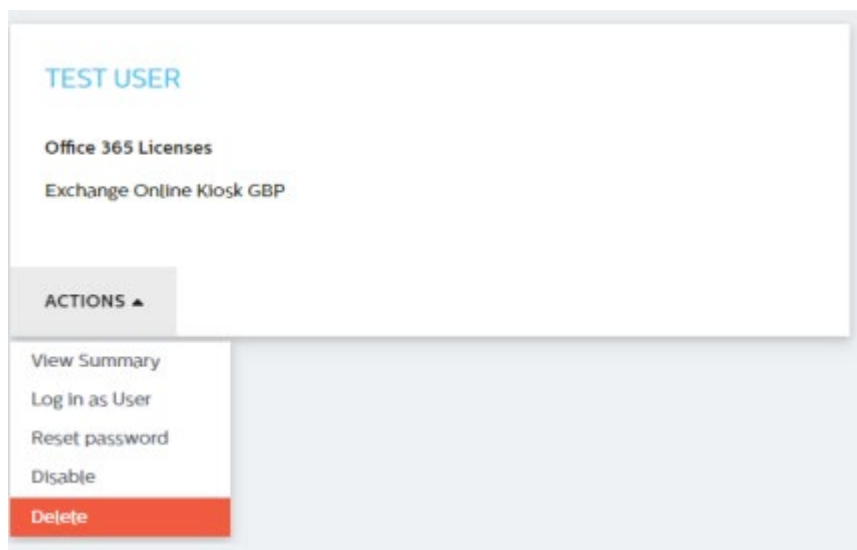


7. Once your licence has been selected, click **Finish**.

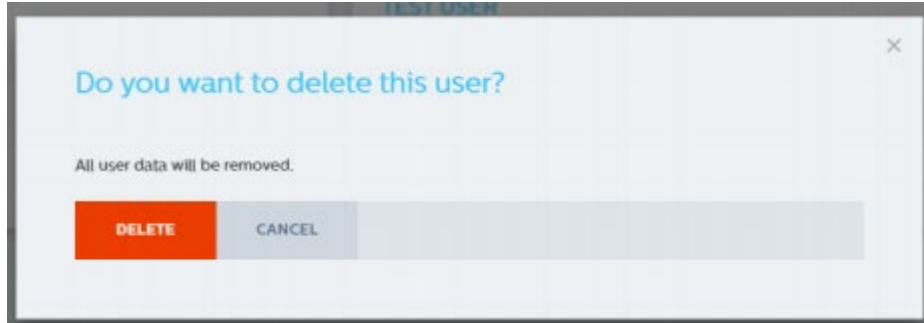
If Cobweb CORE needs to purchase a new licence, you will be asked to confirm your order. Click **confirm** when prompted.

### Deleting a user:

1. Once logged into Cobweb CORE, click **users** on the left navigation pane.
2. Find the user you wish to delete and click **Actions > Delete**



3. You will now be prompted to confirm the user deletion, click **delete**



The user will now be deleted.