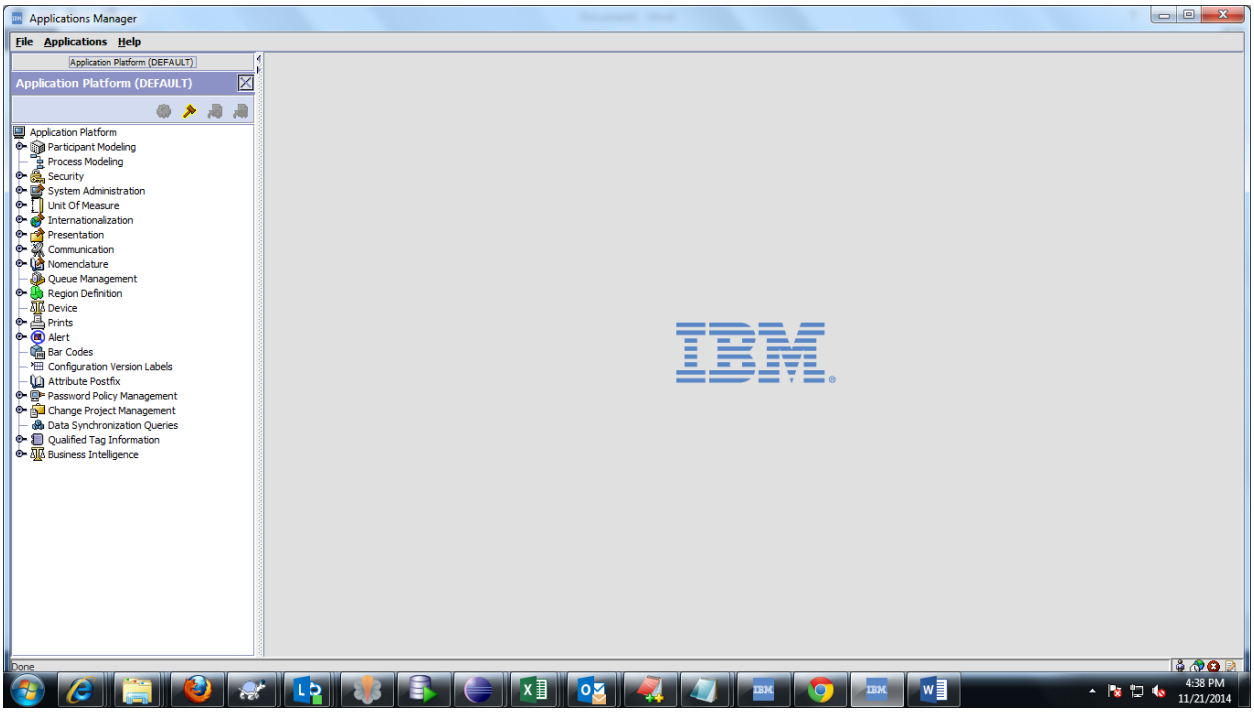
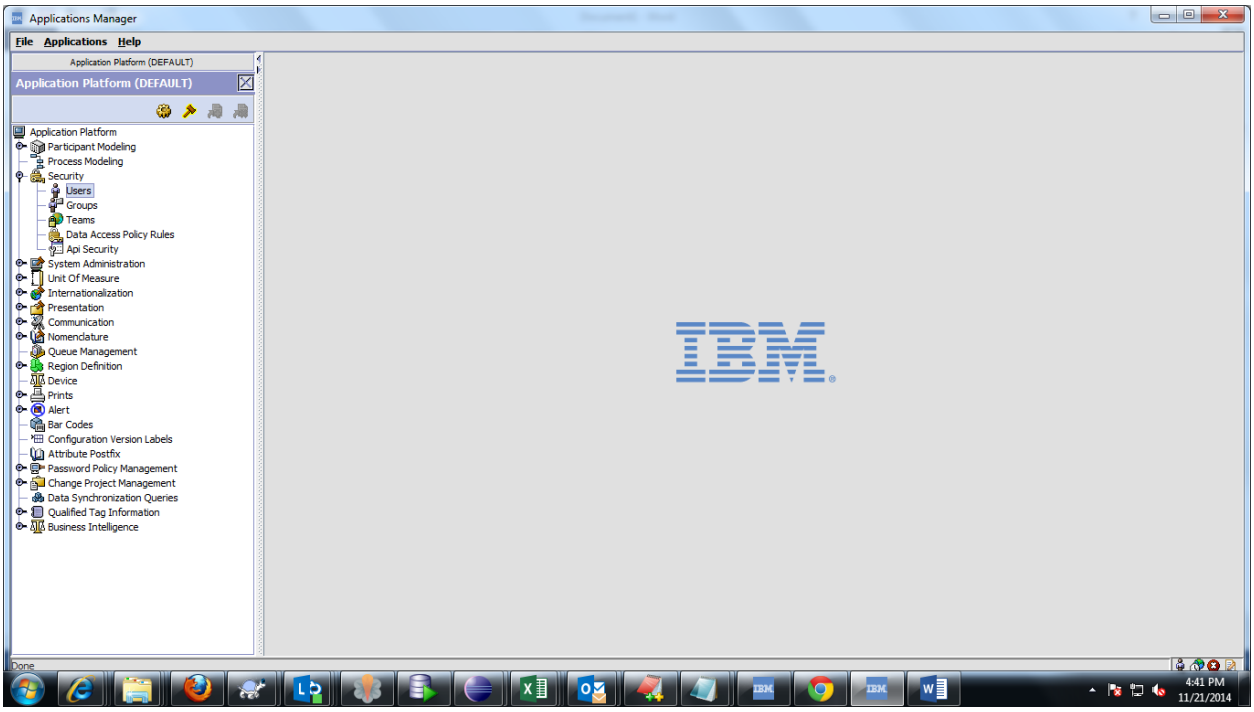
Steps to create new user and assign groups:

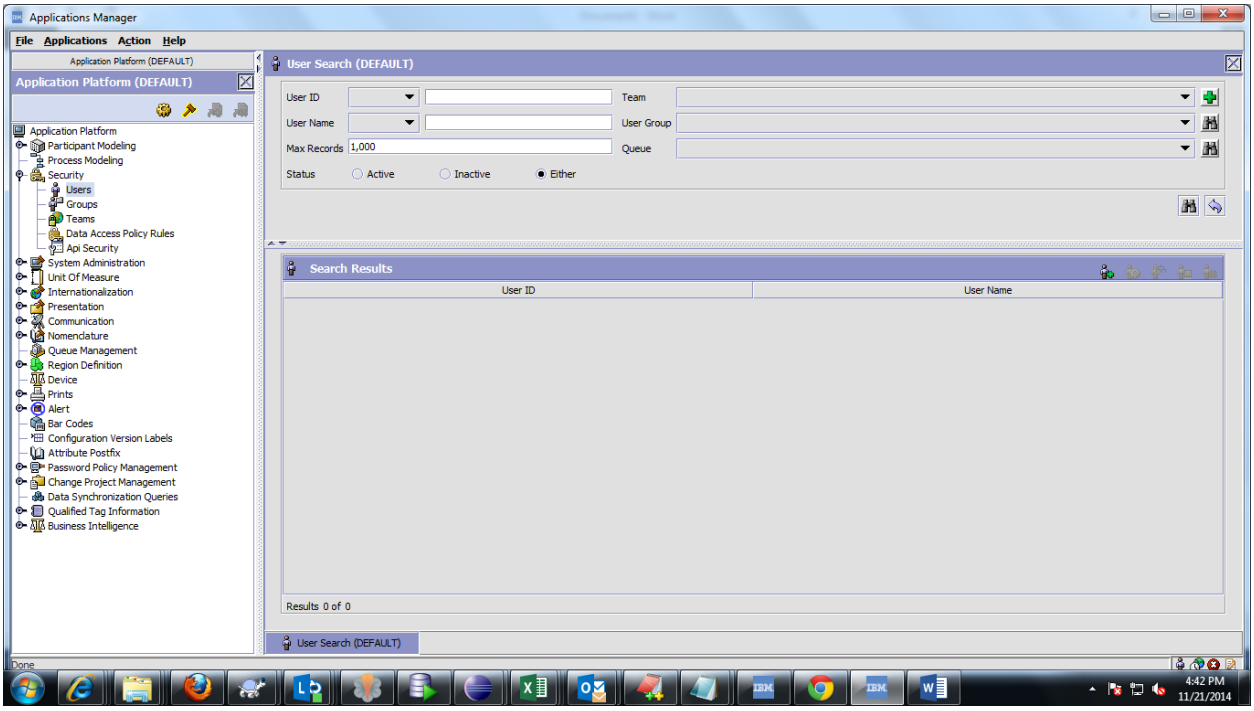
1. Open the Application manager for the required environment and open Application Platform



2. Under Application platform double click security option and double click on users



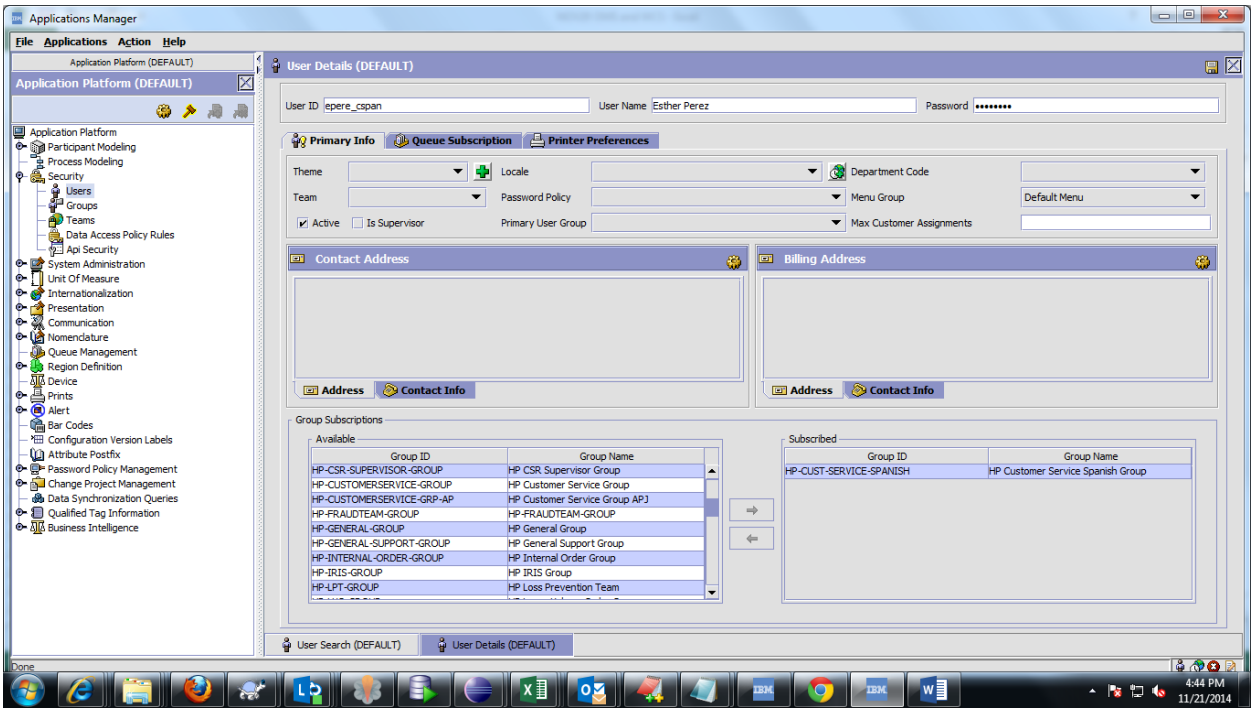
3. In the Search Results pane click on create icon



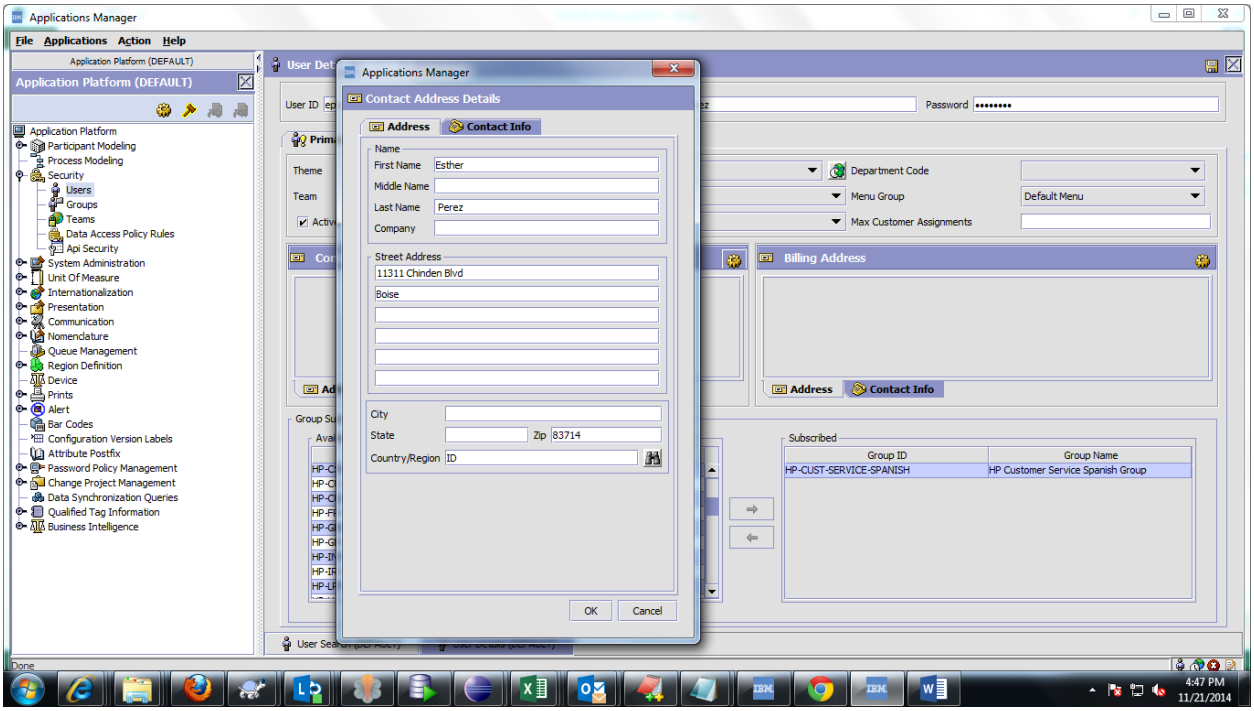
4. Enter the user_id, user_name and password and the locale based on the requirements

   Select the required group under the group subscriptions and subscribe to the required groups

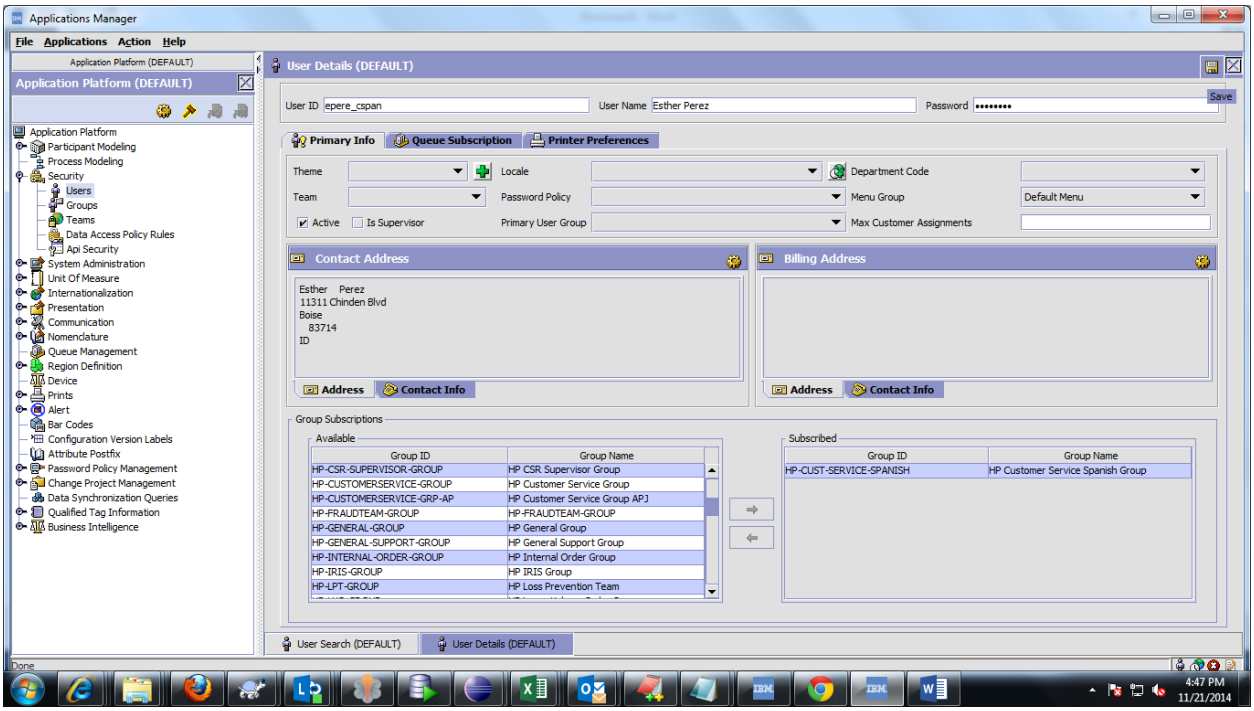
For example, We have subscribed “HP-CUST-SERVICE-SPANISH” to the user. Please don’t follow the same, subscribe the user groups as given by Business.



5. Click on details icon in the contact address pane and fill the required fields and click OK



6. Click on Save


Applications Manager
File Applications Action Help
Application Platform (DEFAULT)
Application Platform
Participant Modeling
Process Modeling
Security
Users
Groups
Teams
Data Access Policy Rules
Api Security
System Administration
Unit Of Measure
Internationalization
Presentation
Communication
Nomenclature
Queue Management
Region Definition
Device
Prints
Alert
Bar Codes
Configuration Version Labels
Attribute Postfix
Password Policy Management
Change Project Management
Data Synchronization Queries
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User Details (DEFAULT)
User ID epere_cspan
User Name Esther Perez
Password
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Primary Info
Queue Subscription
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Locale
Department Code
Team
Password Policy
Menu Group
Default Menu
Active
Is Supervisor
Primary User Group
Max Customer Assignments
Contact Address
Esther Perez
11311 Chinden Blvd
Boise
83714
ID
Billing Address
Address
Contact Info
Group Subscriptions
Available
Group ID
Group Name
HP-CSR-SUPERVISOR-GROUP
HP CSR Supervisor Group
HP-CUSTOMERSERVICE-GROUP
HP Customer Service Group
HP-CUSTOMERSERVICE-GRP-AP
HP Customer Service Group APJ
HP-FRAUDTEAM-GROUP
HP-GENERAL-GROUP
HP General Group
HP-GENERAL-SUPPORT-GROUP
HP General Support Group
HP-INTERNAL-ORDER-GROUP
HP Internal Order Group
HP-IRIS-GROUP
HP IRIS Group
HP-LPT-GROUP
HP Loss Prevention Team
Subscribed
HP-CUST-SERVICE-SPANISH
HP Customer Service Spanish Group
User Search (DEFAULT)
User Details (DEFAULT)
Done
4:47 PM
11/21/2014