

WildXR Web Portal User Management Guide

Purpose & Context

This guide introduces the management of organization users via the WildXR Web Portal (Wildxr.org).

Prerequisites

- Windows or Mac computer with internet access
- An internet browser (WPS recommends Chrome)
- A WildXR account with credentials (*may have been created by WPS staff*)

Quick Overview (for experienced users)

1. Navigate to the Wildxr.org website
2. Log In with your Username and Password (*may be provided by WPS Staff*)
3. Navigate to the Admin -> Users page
4. Add or Edit users as needed
5. Verify settings and credentials for new or edited user account

Detailed Steps

Access User Management page on Wildxr.org

1. Navigate to WildXR web portal

- Open web browser and go to WildXR web portal
- Visit <https://wildxr.org>

2. Log In to WildXR web portal

- Enter your Username in the appropriate field
- Enter your Password in the appropriate field
- Click "**Log In**"

3. Navigate to the Users management page

- In the top navigation bar, click "**Admin**"
- In the dropdown menu that appears click "**Users**"
- *If you are an Organization Admin you will only see users associated with your organization*
- *If you are a System Admin you will see all users across all organizations*
- To "**Add**" a new user continue to Step 4
- To "**Edit**" an existing user continue to Step 6

Add a New User

4. Add a new user

- Click the **"Add"** button
- Enter the new user's first and last name in the appropriate fields
- Enter an email for the new user
- *Emails must be unique to each user; a shared organization email (info@yourorganization.org) will be invalid if previously used*
- Enter a username of the new user
- *Username must be unique to each user; an organization may not reuse the same username for multiple users*
- *If you are an Organization Admin the **"Role"** and **"Organization"** fields will be prepopulated and cannot be changed*
- Double check the information and click **"Save"** when done

5. Set new user password

- Click anywhere on the user row
- Click **"Update Password"** in the upper right
- Enter a password in the **"New Password"** field
- Enter the same password in the **"Confirm Password"** field
- Click **"Apply"**
- Click **"Save"**
- *Clicking **"Cancel"** on the **Edit User** page will not revert the applied password change*
- *Save this password and provide it to the user as needed*
- *For account security, prompt the new user to update their password after their first log in*

Edit a User

6. Edit an existing user

- Click anywhere on the user row
- Edit the appropriate fields
- To change a password, click on **"Update Password"**
- Confirm changes and click **"Save"** or **"Cancel"** as desired
- *Once a password update has been **Applied** it will not be reverted by clicking **"Cancel"** on the **Edit User** page*

Delete a User

7. Delete an existing user

- Contact WPS Staff to delete an existing user from your organization
- *If a user must be blocked prior to deletion, follow the steps to **Edit a User** and **Update Password** to prevent account access*

Troubleshooting

Unable to Log In to Wildxr.org:

- Double check your log in credentials
- Check your internet connection
- If there is another user in your organization, have them update password and check username
- Contact WPS if Log In continues to fail

New user is unable to log in to Wildxr.org:

- New users need to have an initial password set by an existing user via the **"Update Password"** - see Step 5
- Double check the credentials provided to the new user
- Ensure that the new user appears on the User page for your organization

Expected Users are not visible:

- Ensure you are logged in to the correct account
- Ensure that the user belongs to your organization
- Log out of the WildXR web portal and log back in

Unable to change user organization:

- Organization Admin users cannot change organization assignment for users

Unable to change user role:

- Organization Admin users cannot change role assignment for users

Unable to create a new user:

- Ensure that the username has not been used in your organization
- Ensure that the email address has not been used in your organization
- Contact WPS if user creation continues to fail

Important Notes

⚠ **WPS Staff can not recover your password:** WPS staff can update, but not recover your password if you lose it.

⚠ **Email addresses must be unique:** If a group email has been used for a user in your organization (info@yourorganization.org), it cannot be used for a new user.

⚠ **Username must be unique:** Usernames cannot be reused within an organization.

Verification Steps

Verify that your user creation or updates have been successful.

Complete functionality verification:

- Log out of the Wildxr.org Web Portal
- Attempt to Log In as the recently created or updated user