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 for the new user
   - *Usernames 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 revert 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 before 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 login credentials
- Check your internet connection
- If there is another user in your organization, have them update password and check username
- Contact WPS if login 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 assignments 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
- Connect 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.

⚠️ **Usernames 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