ACCOUNT CREATION ON WISENSE DASHBOARD

1. **Creating a tenant account :**
   Steps:
   ● System admin account Home > Tenants > (+) Add tenant

   A tenant account is an administrative account for the end customer accounts. There can be multiple customer accounts under one tenant. Everything from adding devices, changing rule-chain scripts, to customizing dashboard visualizations will be configured through this account. Rule-chains are configured for each tenant account. In a normal scenario, customers will not have access to a tenant account.

   8.1 Account Hierarchy:
   System administrator account (Access: WiSense only)
       ↳Tenant administrator account
         (Access: WiSense only in most cases)
                 ↳ Customer account(s) (Access: Customer)

   8.2 Real case process example:
   1. Let's say, Acme Corp is buying the dashboard service from Wisense.
   2. Wisense will create one **tenant account** for Acme Corp.
   3. Based on the devices in use, Wisense will configure the rule-scripts, and add devices to the Acme Corp's tenant account.
   4. Acme Corp has 5 offices and has **admins** for each office.
   5. Wisense will create 5 **customer accounts** (Facility 1, Facility 2 etc.) and will add one each customer user to each account.
   6. Respective devices and dashboards will be assigned to each user's customer account.
   7. Each office admin will access the customer user accounts associated with their designated office.

8.3 Mail server settings:

In general cases, the email server will be common for all tenant accounts. The System administrator server will be used.

Otherwise, if a customer mail server or a custom mail server is being used, it can be configured in the send-mail node inside the rule-chain. It will be utilized by all underlying customer accounts.

8.4 SMS settings:

If Wisense sender names/headers are used, the SMS API key and sender name will be the same across all the tenant accounts. Wisense has TRAI approved 6 character sender names (WSNBLR, WSALRT) and is being used via Textlocal bulk SMS provider.

There is a separate dashboard to configure the API key and sender name. If the customer comes up with their own approved sender names and another SMS provider other than Textlocal, changes will be made in the tenant account RestAPI rule chain node.

2. **Creating customer accounts:**

Steps:
● Tenant Account Home > Customers > (+) Add customer

Now a Customer is generated. Then,

● Click on the (👤) icon > (+) Add user > Give credentials > Add

The account activation link can be shared by copying or send directly to the customer by selecting 'send as mail' from the drop-down.

Each customer can be assigned to various devices and dashboards. All underlying customer users can log in and see the shared resources.