

# Capstone Project: Task 2 Solution

## User Administration

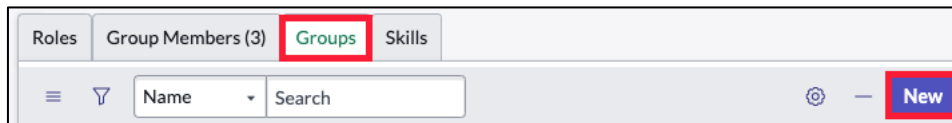
**Instructions:** Create a new user group, add group members, and modify the Incident form so that it shows a new field.

**Note:** Refer to Module 3: Configure Applications for Business

### A. Manage Users, Groups, and Roles

Create a new user group called Strawberry Support and add members to it.

1. Navigate to **All > User Administration > Groups**.
2. Open the **Service Desk** record.
3. Select the **Groups** tab.



4. Select **New** to add a new group to Service Desk.
5. Populate the record as follows:
  - Name: **Strawberry Support**
  - Manager: **Fred Luddy**
6. Select the **Additional Options Menu**, then select **Save**.

**Note:** You may see a number of blue messages appear on the form as you work through these task steps. It is ok to close them.

7. Select the **Roles** tab, verify the **itil** role is present.

8. Select the **Group Members** tab, then select **Edit**.
9. Add the following users to the Strawberry Support group:
  - Beth Anglin
  - Bud Richman
  - David Loo
  - Waldo Edberg
10. Select **Save**.
11. Select the **Group Members** tab, then select **New**.
12. Populate the form as follows:
  - User ID: kara.prince
  - First name: Kara
  - Last name: Prince
  - Email: [kara.prince@clouddd.com](mailto:kara.prince@clouddd.com)

**Note:** Creating a user from the group record will automatically add them to the group.

13. **Save** the record, do not Submit.

**Note:** You may not see the group members update – refer to the blue info message at the top of the form, “Job to add or remove role(s) from user(s) of group has been queued”.

## B. Set Manager Values

1. From the User record, open the **Additional Options Menu**, then select **Configure > Form Layout**.
2. Add the **Manager** field to the **Selected** column. Move it beneath the **Department** field.
3. Select **Save**.
4. From the User record, select **Fred Luddy** as Kara's manager.
5. Select **Update**.

## TASK VERIFICATION

1. Use any method to return to the **Strawberry Support group** record. The list of the Strawberry Support group members should look like this:

Roles (5)	Group Members (5)	Groups	Manage Subscriptions
≡	<input type="text" value="User"/> <input type="text" value="Search"/>		
Group = Infinity Support			
<input type="checkbox"/>	<input type="text" value="User"/>		
	Kara Prince		
	Bud Richman		
	Beth Anglin		
	David Loo		
	Waldo Edberg		

**Note:** The list of Strawberry Support group members may be in a different order than shown.