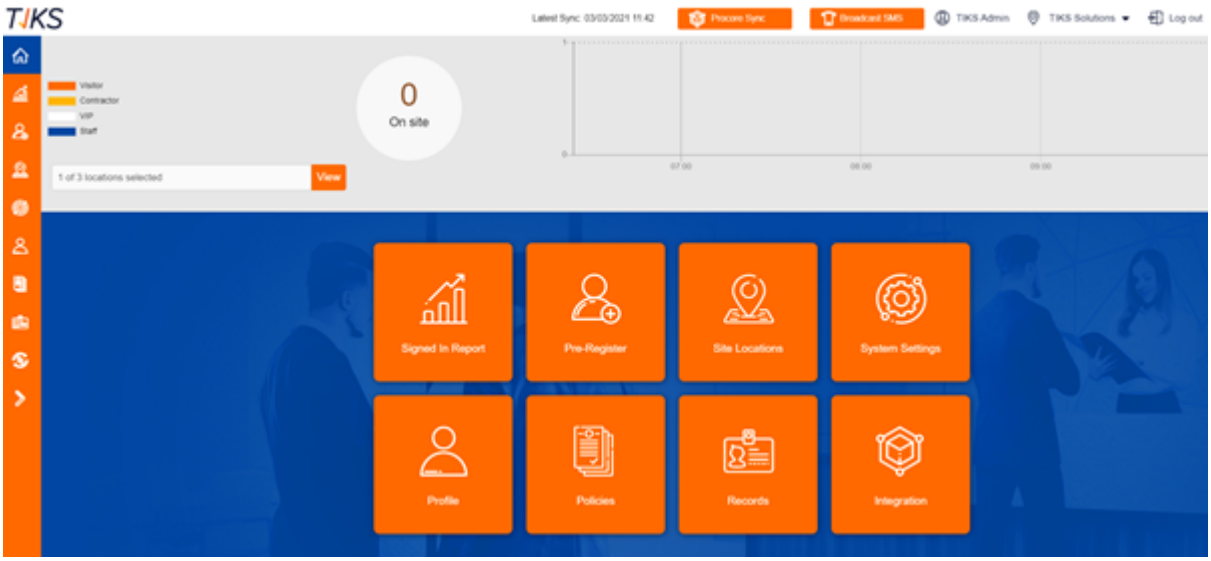
System Settings

How to manage the system settings

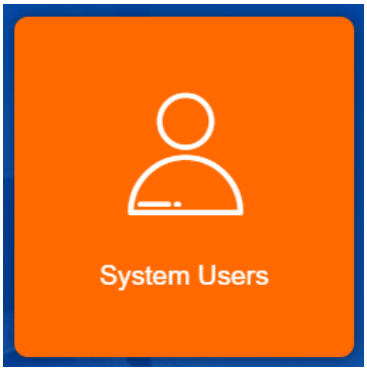
- How do I add a new system user?
- How do I bulk upload multiple admin users and/or hosts?
- How do I view the user permissions matrix?
- How do I delete a System User?
- How do I edit a system user?
- A system user has not received or forgotten their login?
- Why am I not receiving an email from the TIKS system?
- What does the “Global Settings” tile do?
- What is the “Activity Log” download?
- How do I edit my Profile?
- How do I manage my user Profile?

How do I add a new system user?

From the Admin Dashboard, click the System Settings tile.



Then click the System Users tile.

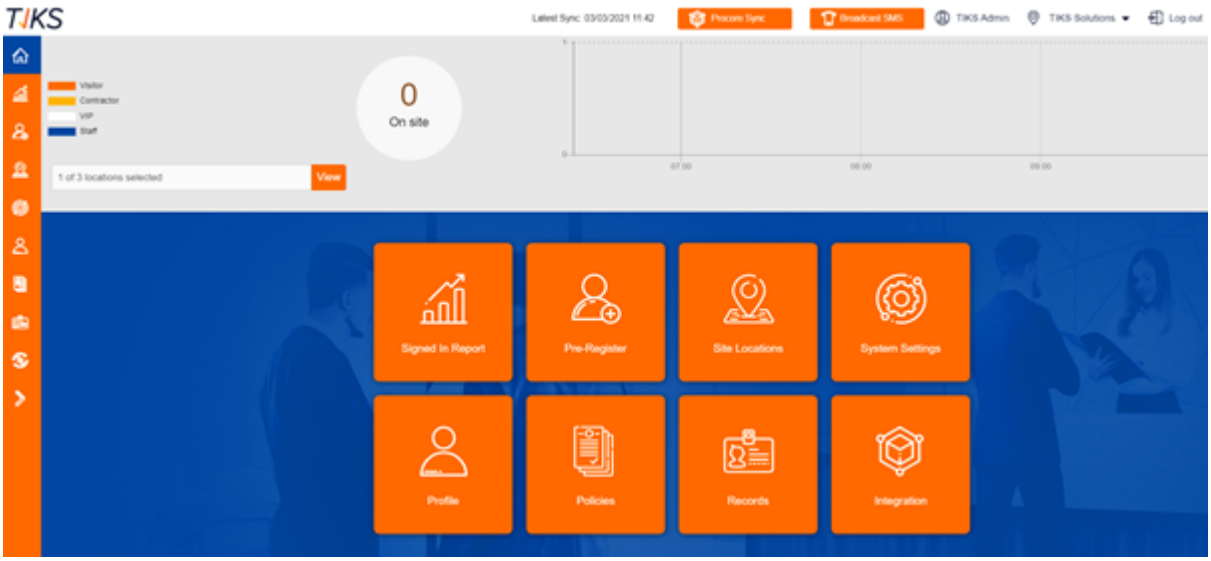


You will see the below option.

To add a new user enter their details, select their admin permission level, select the site (or sites) they are to be associated with and then click “Register”.

How do I bulk upload multiple admin users and/or hosts?

From the Admin Dashboard, click the System Settings tile.



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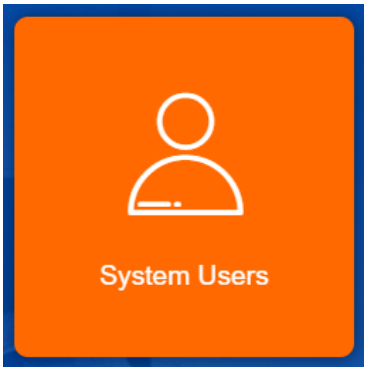


You will see the below option.

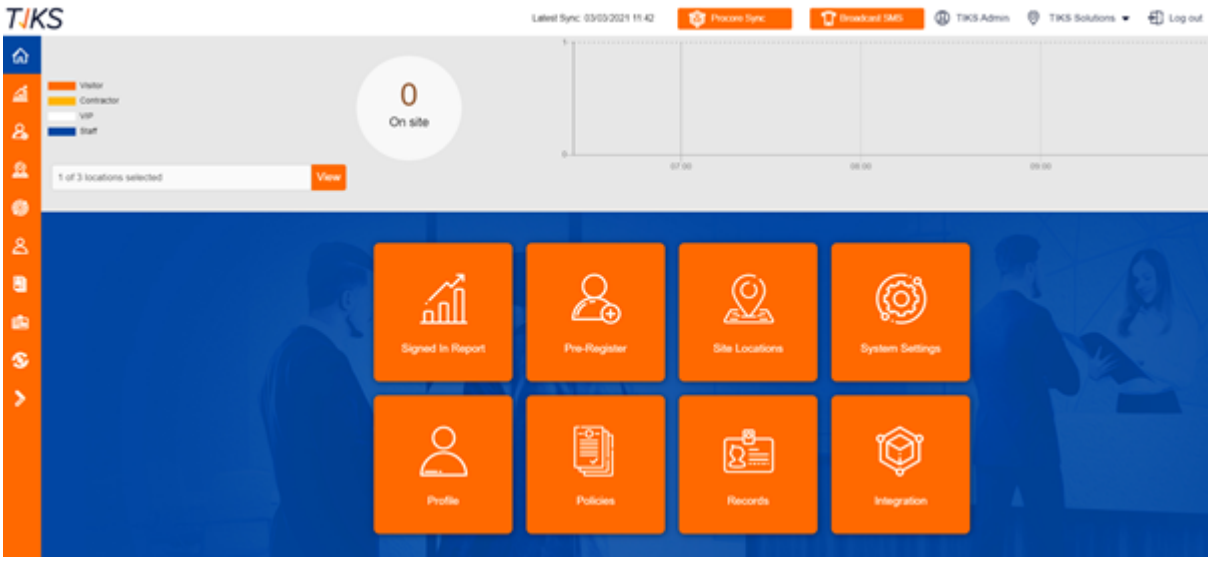
Click “Bulk Import". You will see the below.

1. Click “Template” to download the template. Fill out the details for your users.
2. Attach the template by clicking “Choose file” and selecting the file.
3. Click “Import”.

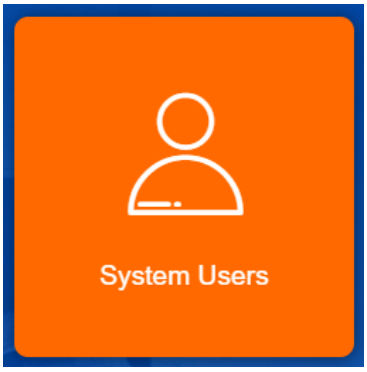
The users will then be imported into the system.

How do I view the user permissions matrix?

From the Admin Dashboard, click the System Settings tile.



Then click the System Users tile.

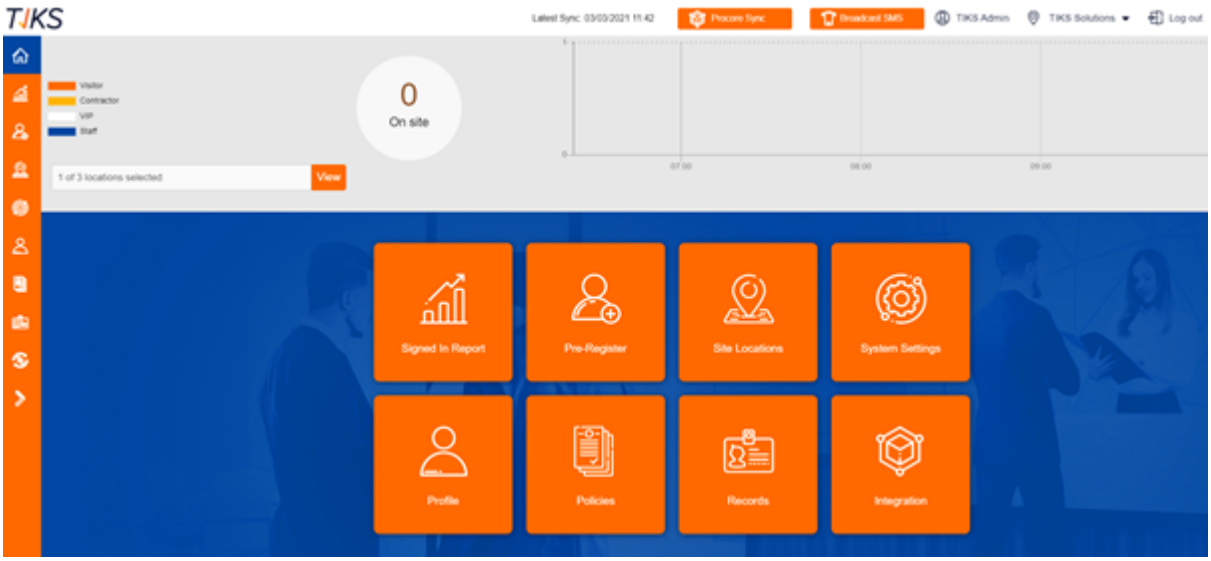


You will see the below option.

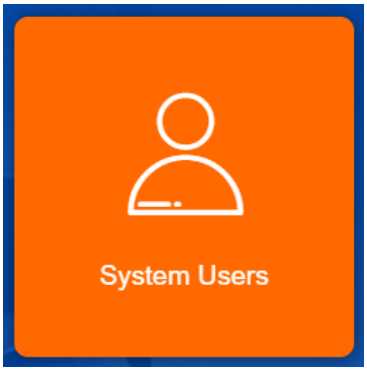
Then click on “View Matrix”. You can then see an overview of the various permissions for each user level.

How do I delete a System User?

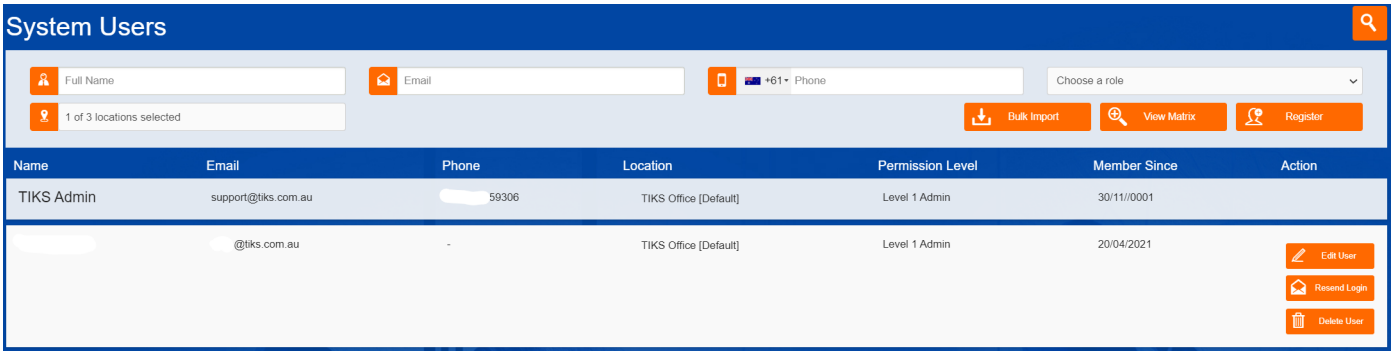
From the Admin Dashboard, click the System Settings tile.



Then click the "System Users" tile.

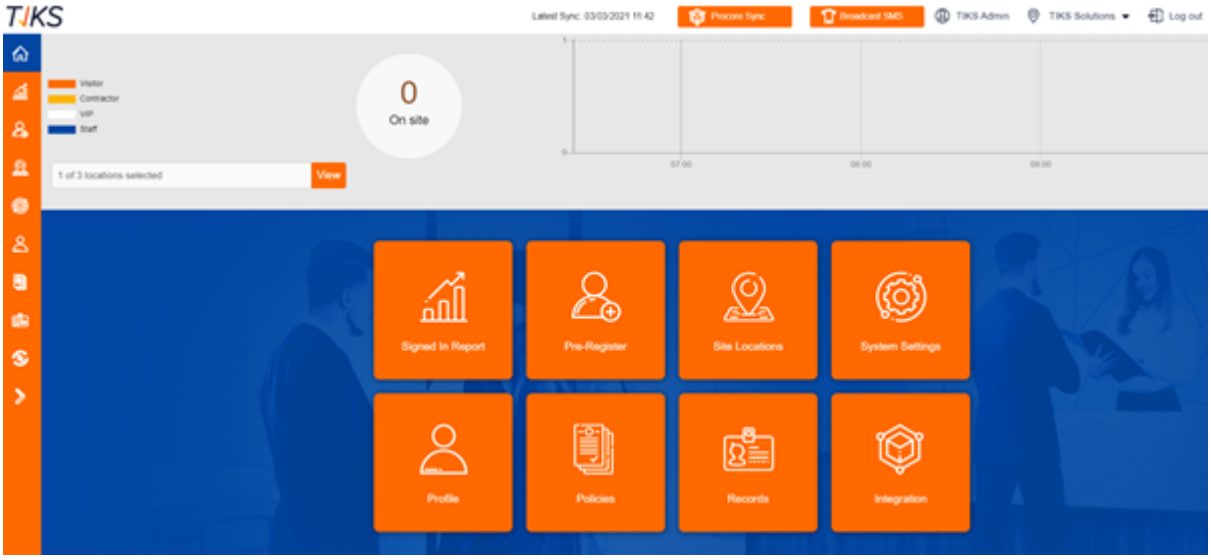


Go to the System users name and in the far right “Action” column there is a “Delete User” button. Click this button to delete a user.



How do I edit a system user?

From the Admin Dashboard, click the System Settings tile.



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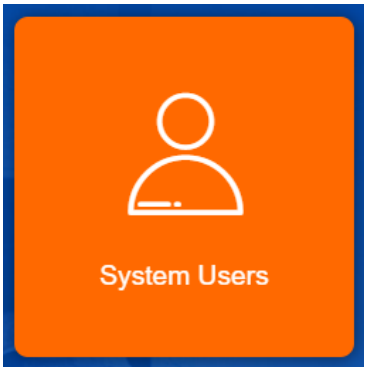
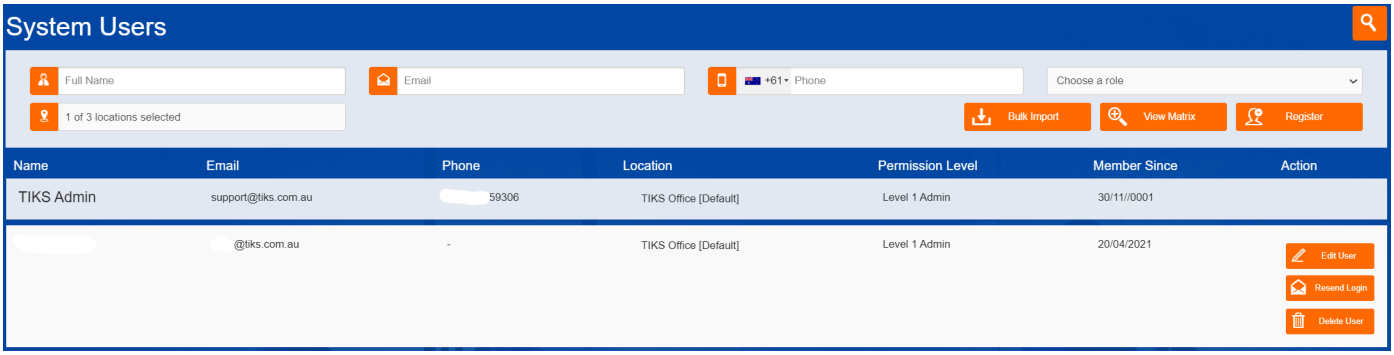
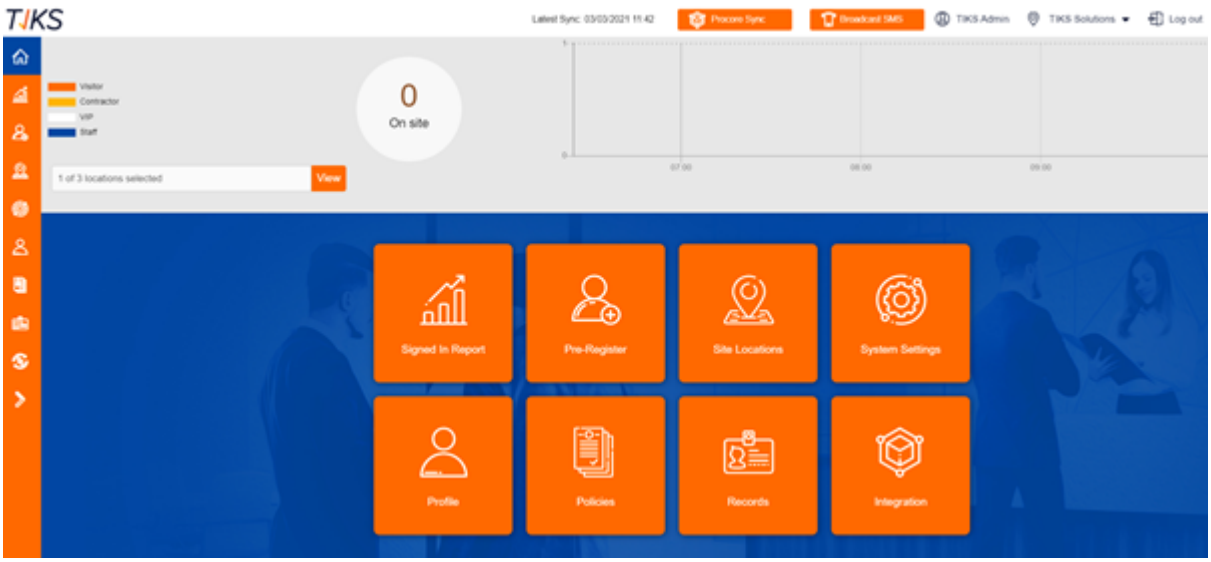


Go to the System users name and in the far right “Action” column there is an “Edit User” button. Click this button to edit a user.

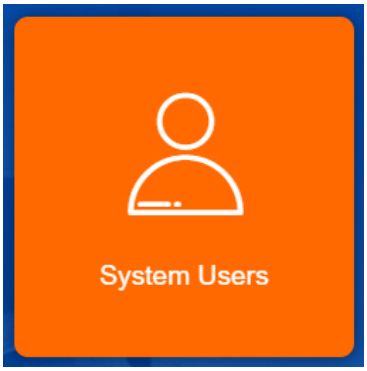


A system user has not received or forgotten their login?

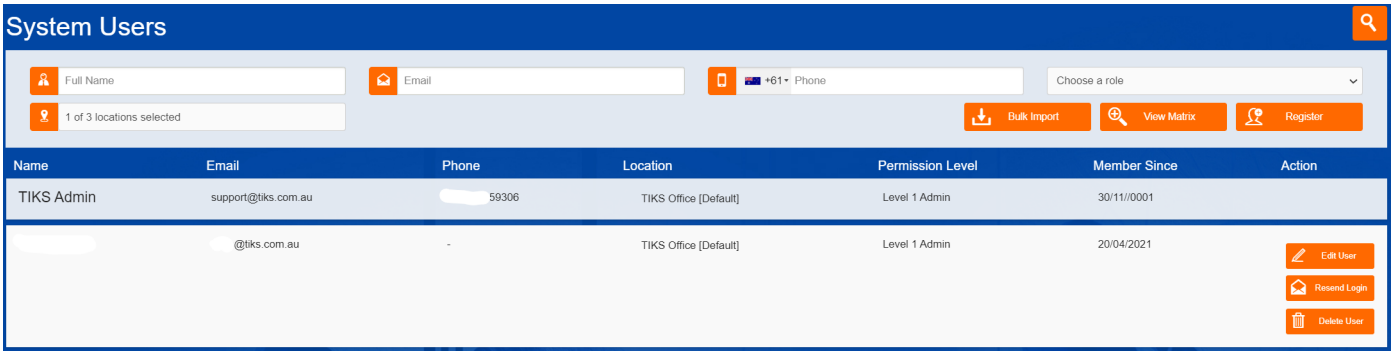
From the Admin Dashboard, click the System Settings tile.



Then click the "System Users" tile.



Go to the System users name and in the far right “Action” column there is a “Resend Login” button. Click this button to resend the login details to the user.



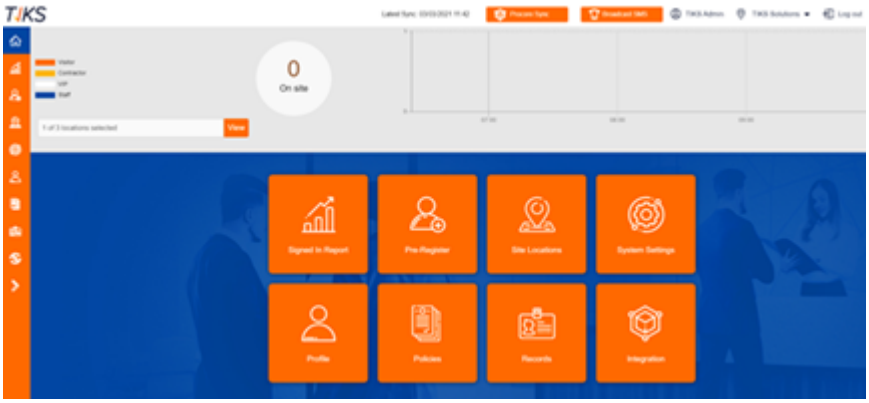
Note: Remember they may need to check their junk or spam email folders if the email appears to have not been received.

Why am I not receiving an email from the TIKS system?

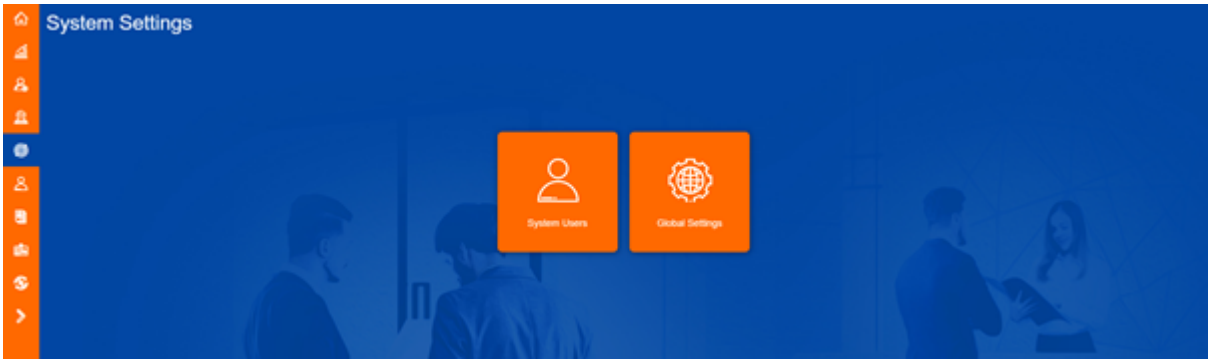
You may need to check your junk or spam email folders if an email or email notification appears to have not been received. As it may be from an unfamiliar sender, sometimes TIKS emails go to these folders. You can trust the sender so future emails do not have this issue.

What does the “Global Settings” tile do?

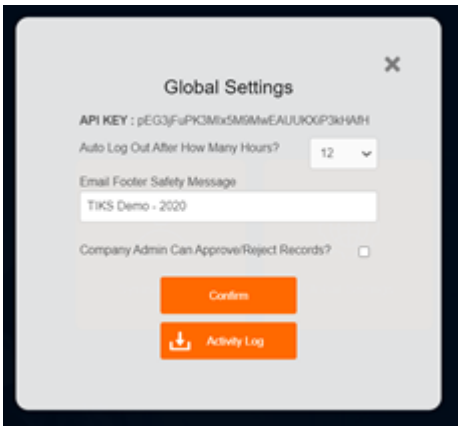
From the Admin Dashboard, click the System Settings tile.



Then click the "Global Settings" tile.



You will see the following settings that can be reviewed.

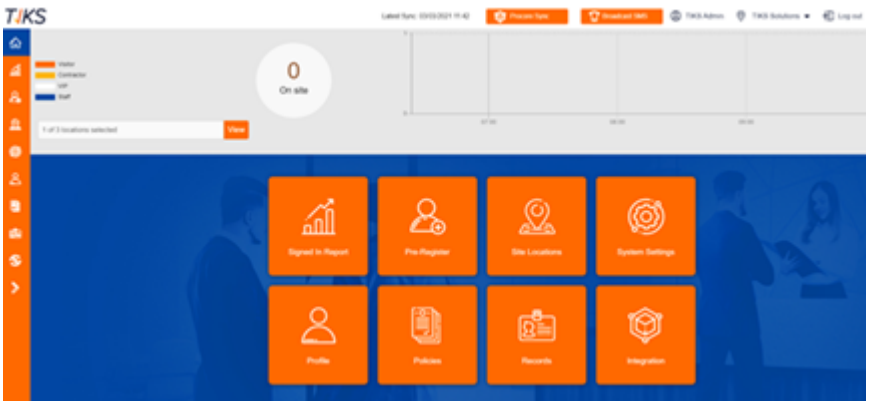


- View the API Key
- Review/edit the auto log out timing - from 1 to 24 hours
- Review/edit the system email footer message
- Select whether a contractor's admin can approve records or not
- Download an "Activity Log"

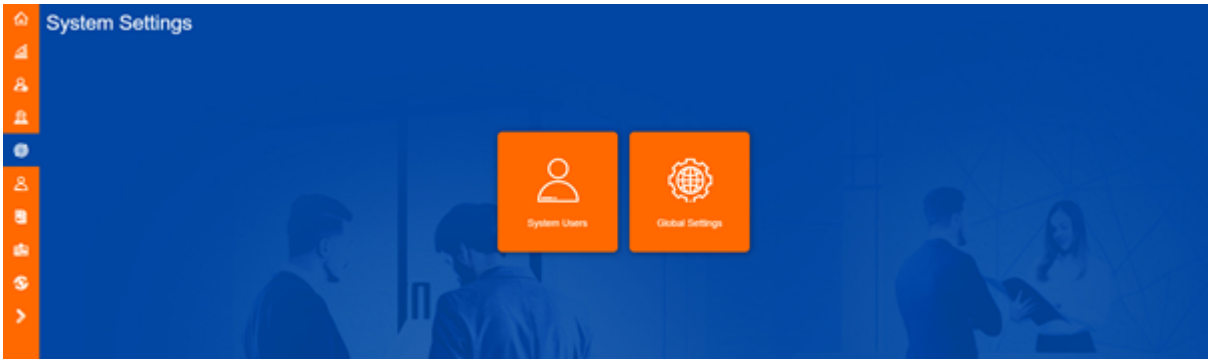
What is the “Activity Log” download?

It is a csv file download of all the system changes noting the change, the date, time and user that made the change. It is an audit history of your system.

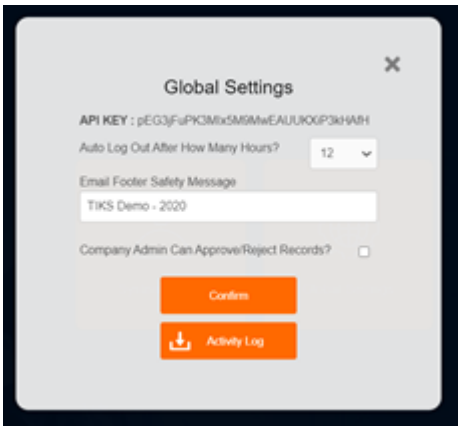
To download an activity log, go to the System Settings tile from the Admin Dashboard,



Then click the "Global Settings" tile.

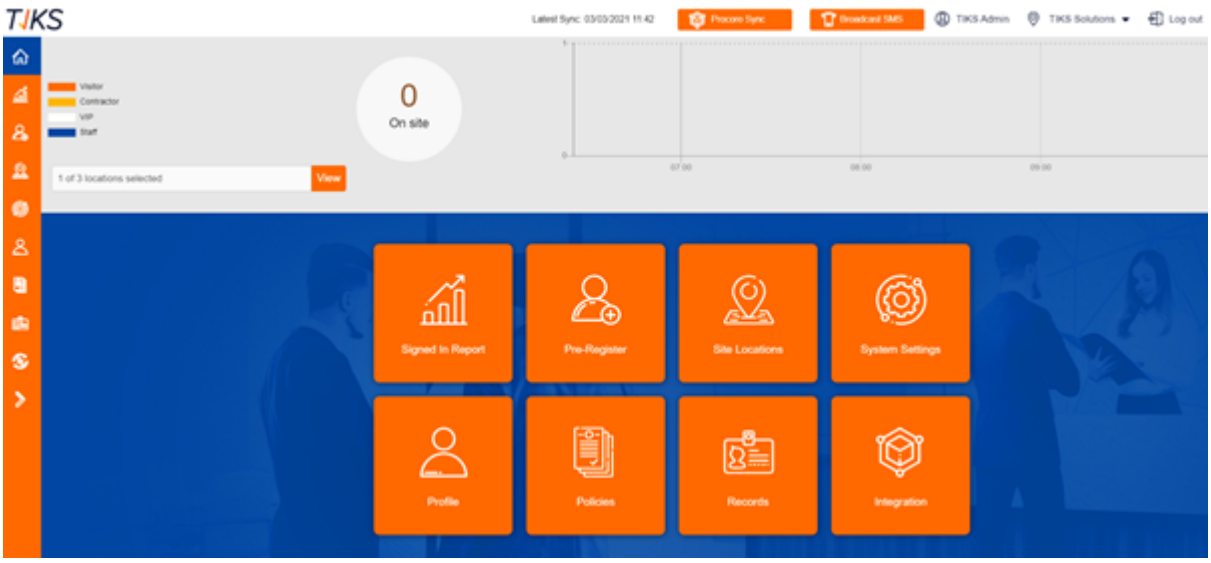


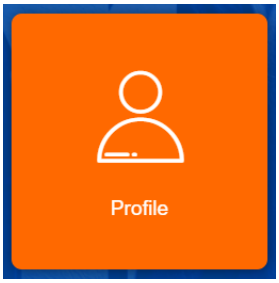
The below settings will be displayed. Click on "Activity Log" to download the log.

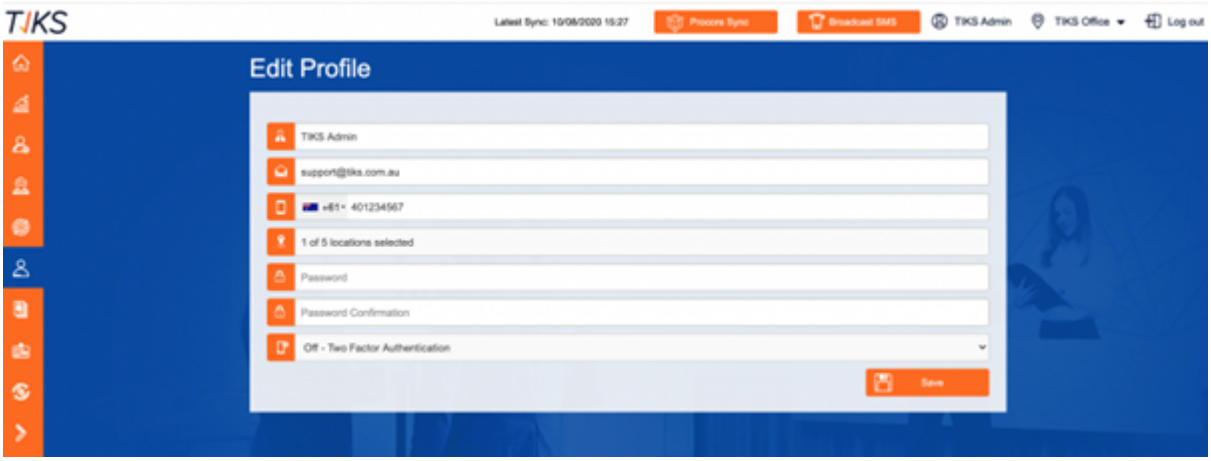


How do I edit my Profile?

Click on the “Profile” tile from the admin dashboard. This then allows you to view and edit your profile details.

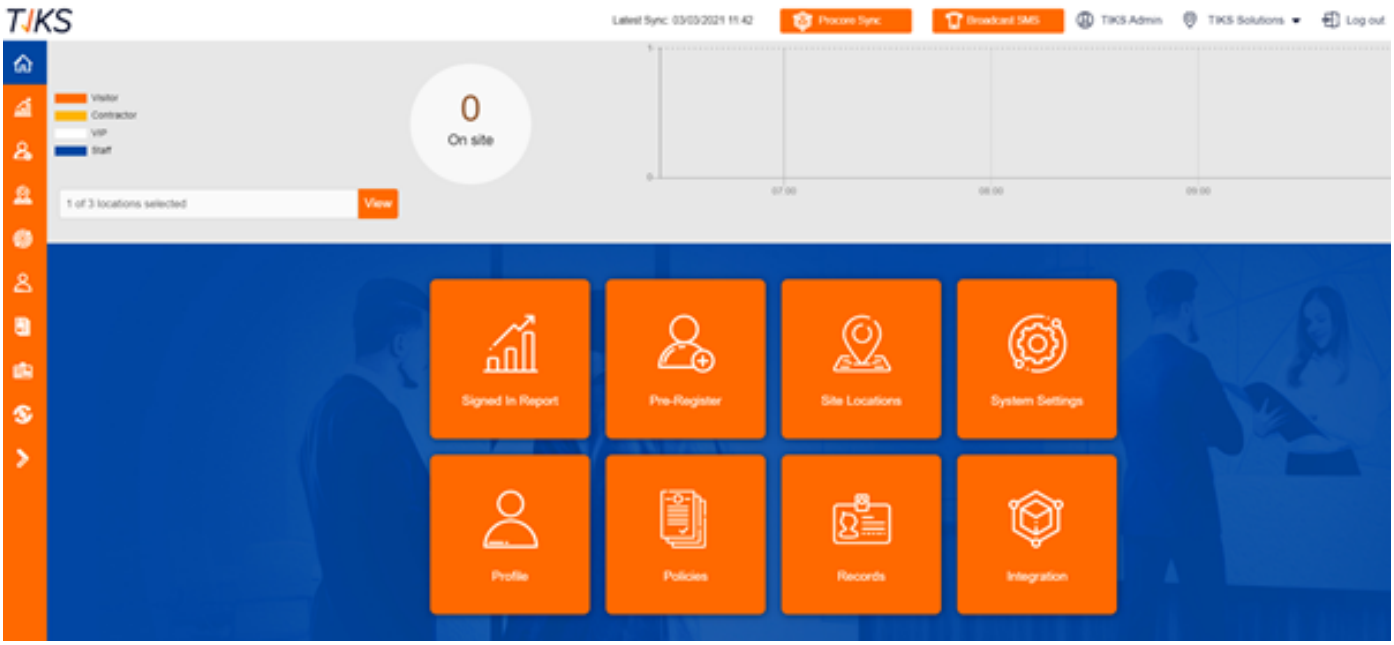


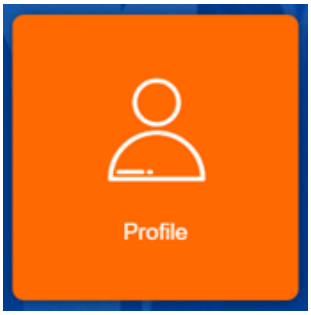


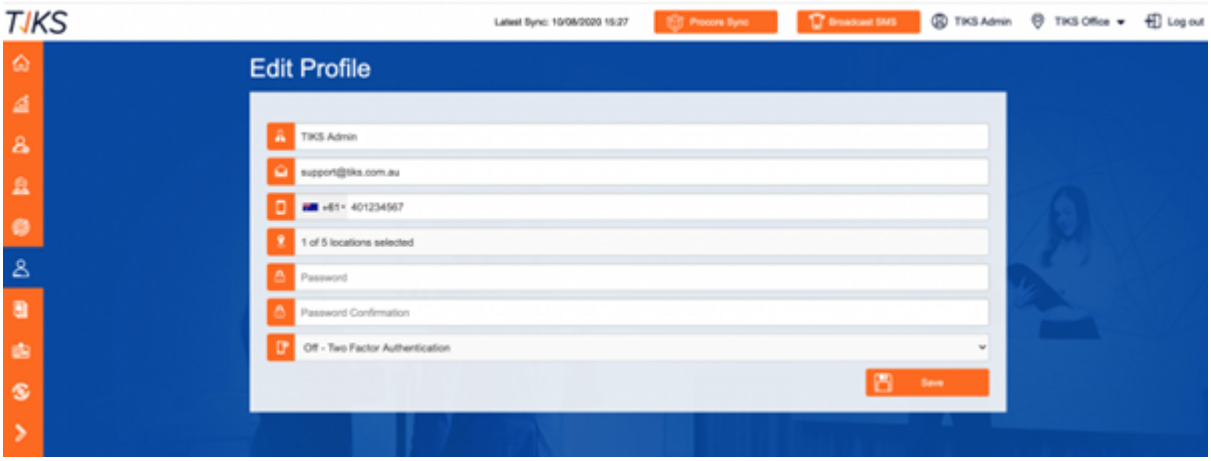


How do I manage my user Profile?

Click on the “Profile” tile. This then allows you to view and edit your TIKS profile.







1. **TIKS Admin:** This needs to be your full name, you edit by selecting the name field, changing the details by typing and once you're done, select the 'Save' button.
2. **Email:** There is validation on this field and so it has to be a valid email address with an "@" and ".com" for example email@example.com. You can edit your email address by selecting the field, changing the details by typing and once you're done, select the 'Save' button.
3. **Phone Number:** There is validation on this field and so the telephone number has to be between 8 and 10 digits. You can edit your email address by selecting the field, changing the details by typing and once you're done, select the 'Save' button.
4. **Locations Selected:** Select the relevant locations you administer.
5. **Password:** For security reasons, to change any details in the password section, you must also type in your TIKS admin portal password. If you'd like to change your password, simply type the desired password into the correct field and replicate exactly in the password confirmation field and select the 'Save' button.
6. **Password Confirmation:** Please retype and confirm your password.
7. **Turn on or off - Two Factor Authentication:** Two-factor authentication is a security process in which users provide two different authentication factors to verify themselves.
8. **Save:** Once you have filled out the relevant fields, select the 'Save' button.