Managing users within eProve diagnostics

Getting started

1. Log in to myJourney.
2. If you have access to more than one institution, use the Search box to locate and select the institution that you want to manage. This brings you to the My Diagnostics dashboard.
3. Select the menu in the upper left corner, and then select **Manage Users**.

Adding a single new user

1. Select **Add User**.
2. Enter the user's first name, last name, and email address.
3. Select the user's role: User or Administrator.
4. To send an invitation to the user by email, select the **Send Account access email to user** checkbox.
5. Select **Submit**.

Adding multiple new users

1. Select **Upload Multiple**.
2. Download the CSV template, or create and save a tab-delimited CSV file. The first four columns in the first row should contain the following:
    - First Name
    - Last Name
    - Email Address
    - Role
3. When you have finished adding users to the CSV file, save it.
4. Drag and drop the CSV file into the Upload Multiple Users area, or choose **Select File to Upload** and locate the CSV file.
5. Once the file has uploaded, a success message appears. You should now see your users in the alphabetical list.

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Managing an existing user

1. Locate the user you want to manage. To search for a user, type the user's name or email into the Search field. Names or emails that match the Search criteria are highlighted below the field.
2. Select the vertical ellipsis to the right of the user you want to manage. The pop-up menu contains the following options for all users:
    - *Edit* – allows you to change the first name, last name or role of the selected user
    - *Resend Invite* – resends the invitation email to the user
    - *Disable* – allows you to remove access for an enabled user who has content in the account (that is, the user has started or responded to a diagnostic) without disrupting the content. Disabled user names remain in the Manage Users list; you can enable them at a later date, if needed.
    - *Delete* – removes invited users or enabled users who do not have any content in the account. Delete completely removes the user from the list.

Note: You have four options for enabled users: Edit, Resend Information, Disable, Delete.

3. Select **Edit** to update the information for the user (first name, last name, role).
   Note: You cannot change a user's email. To use a different email, create a new user.
4. When you have finished, select **Submit**.