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# Managing Users in Tah



# Managing Users in Tahi

As the Tahi Administrator you can perform the following administrative tasks:

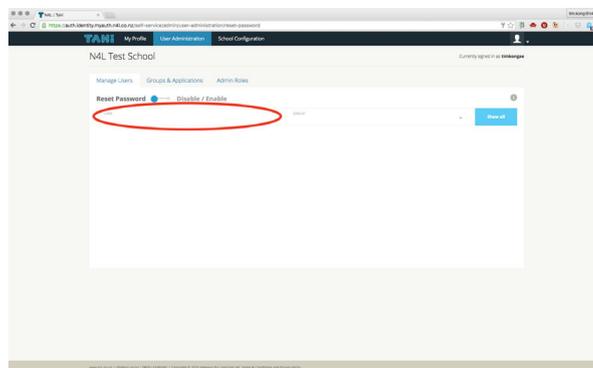
- Search and view User Profiles
- Manage Users
- Maintain Password Rules
- Disable/Enable users

## Search and view User Profiles

You can perform a search on either the:

- User: Match the last name, user name or any part of the name.
- Name of Group: Groups in Tahi represent all classes, subjects, departments and groups as obtained from your school SMS.

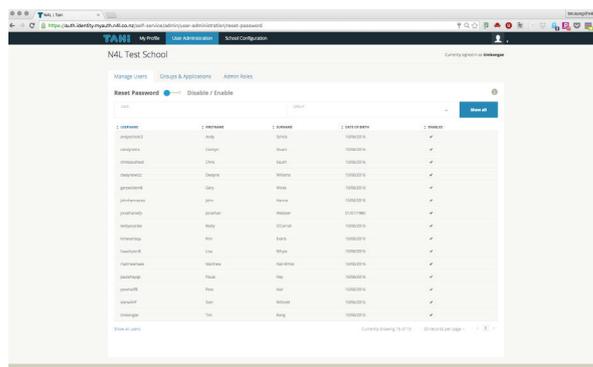
In the 'User' or 'Group' search text box type some characters of the user's last name or username.



**Search Tips:** You can search for all users at a school by leaving the search empty however, it could take some time before all users at a school are retrieved.

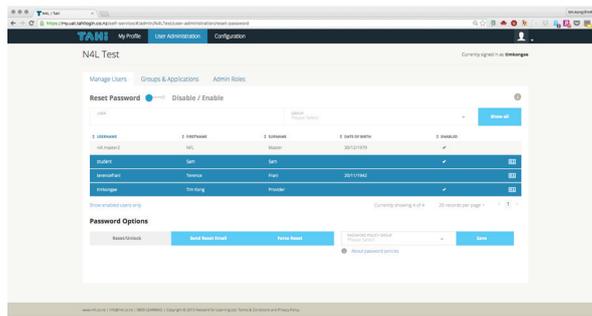
When you start typing in the 'Group' search text box, a list of search results are generated.

Click 'Search'. The search results appear below the search field.



Clicking a user once 'selects' them and allows you to complete whatever relevant actions are available. If you click on the user a second time, you 'de-select' that user. This functionality allows you to select multiple users by clicking their user names, as shown here.

The selected users are highlighted and any actions that can be applied to all of them is enabled below. In this screen it is possible to send a password reset email to multiple users.



## Manage Users

The 'Manage Users' function allows you to view/update information for user's profile.

Most user details come from the information in the schools' SMS (School Management System). Tahī will not allow changes to a 'User Profile' if the data is from the SMS. For situations like a change of last name for a student when their primary carer has re-married, you will need to update their last name in the school's SMS.

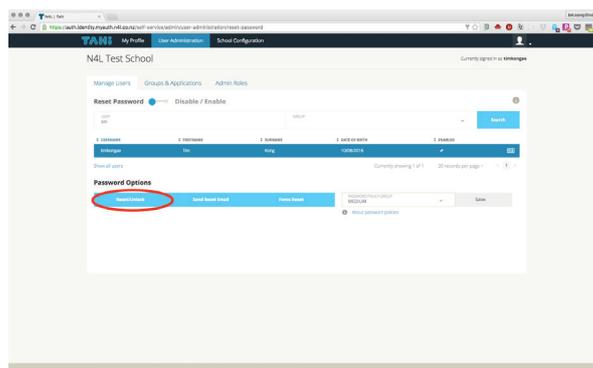
### Reset Password

The 'Reset Password' function is the default setting, as it is expected to be the most frequently performed task at school. This function allows you to reset a user's password directly if the user does not have an email address. Additionally, if a user has forgotten their password you, as the Tahī Administrator, can reset it.

You can manually reset the password by using the 'Reset Password' screen which provides the new and temporary password to the user. When the user logs in with this password, the system will direct them to change their password.

#### ***Use these steps to reset a user's password:***

1. On the 'Manage Users' tab ensure the slider is moved to the 'Reset Password' option.
2. Search for the user who requires the password reset.
3. Select the name of the user and the 'Password Options' will display.



The system allows an administrator to 'Reset/Unlock' one user's password at a time. However, you could select 'Send Reset Email' or 'Force Reset' for multiple users if required.

4. Select the 'Reset/Unlock' option and the following screen will appear:

5. In the 'Create Your New Password' text box, type the user's new password.

6. Confirm the password by making sure it is typed exactly the same way in the second text box.

The new password must comply with the password rules that are displayed. When you start typing the new password the screen will expand to include 'Cancel' and 'Save' buttons.

7. Select 'Save' to confirm the password. The system will unlock the user account.

8. You can now inform the user of their new temporary password.

When this user next logs in, the system will ask them to create a new password to replace the temporary one they were issued with.

### Send Reset Email

As the administrator you are able to use the 'Send Password Reset Email' function to send a password reset to any of your school's users that have a valid email address. The user will receive a system generated email which will contain a password reset link. Once the user clicks on the link the 'Password Change' screen will appear.

#### ***Use these steps to send a password reset email to a selected user:***

1. On the 'Manage Users' tab, ensure the slider is moved to the 'Reset Password' option.
2. Search for the user who requires a password reset.
3. Select the name of the user and the 'Password Options' will display.
4. Select the 'Send Reset Email' option.

5. The system will display a message confirming the reset password email was sent.
6. The user can then open the reset email and follow the instructions to reset their password in Tahī.

### Force Reset

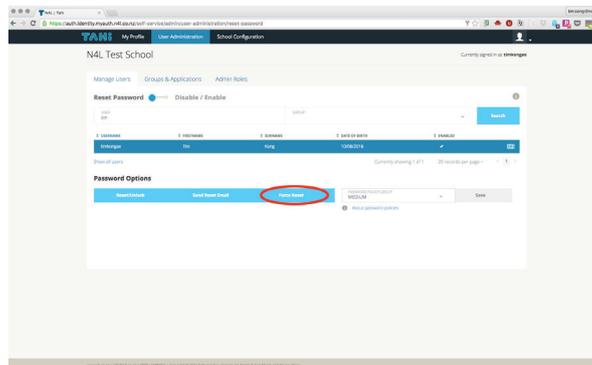
There may be instances where a user or a group of users require a 'Force Reset' of their password/s. This could occur if a school alters its password security requirements, which would then require users pick a more secure password.

The 'Force Reset' function allows an administrator to force a password reset for selected users. The next time a user logs into the system, the 'Change Password' screen will appear.

Administrators should advise users before initiating the reset to avoid confusion.

#### **Use these steps to 'Force Reset' a user's password:**

1. On the 'Manage Users' tab, ensure the slider is moved to the 'Reset Password' option.
2. Search for the user who requires the password reset.
3. Select the name of the user and the 'Password Options' will display.
4. Select the 'Force Reset' option.



5. The system will display a message confirming that the 'Force Reset' was successful.
6. When the user next logs in, Tahī will force them to change their password.

## Maintain Password Rules

### Password Policies

The Tahī Administrator can assign password rules to individual users within a school, as well as a group of users within a school. In Tahī, we refer to a group of rules as a 'policy'.

For example, a high level policy could be applied to all staff, with a medium policy for senior students and a low policy for junior students. If needed the password policy can be applied on a per user basis too.

As you design a password policy to apply to your users, make sure you consider their age, abilities and how difficult it will be for them to maintain and retain their password.

#### High (default policy):

At least a 7 character long string, consisting of three of the following four character types:

- Lower case letters (a-z)
- Upper case letter (A-Z)
- Digits (0-9)
- Special Characters (!@#\$%^&\*()<>{} ) etc.

### Medium:

At least a 7 character long string, consisting of the following three character types:

- Lower case letters (a-z)
- Upper case letter (A-Z)
- Digits (0-9)

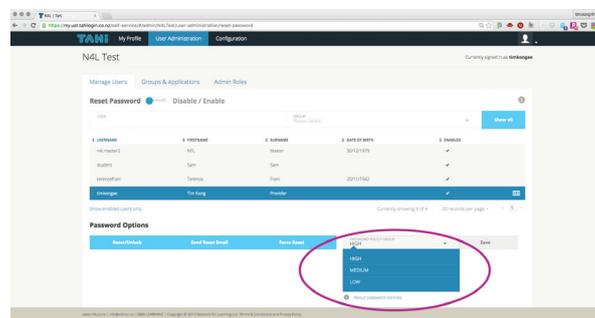
### Low:

At least a 7 character long string, consisting of the following character types:

- Lower case letters (a-z)
- Digits (0-9)

*Use these steps to set the password policy for your users:*

1. On the 'Manage Users' tab, ensure the slider is moved to the 'Reset Password' option.
2. Search for the user/s or group who require their policy to be updated.
3. Select the users and adjust the 'Password Policy Group'.
4. Click the 'Save' button.



## Disable/Enable User Profile

The 'Disable Profile' function allows a Tahī Administrator to disable a user's access to an organisation.

The conditions under which a profile may be disabled depend on a school's policies and procedures. If it is to be permanent (such as the teacher ceasing employment at the school), the user should be removed from any groups they belong to via the school's SMS or by using the Tahī 'Grant/Revoke Groups' function. If the user has any admin roles, they will need to be removed from these roles via Tahī using the 'Tahī Grant/Revoke Admin Roles' function.

When a user's access to a school is disabled they will still be able to continue to access functionality related to their personal profile. For example, they will be able to change their password by logging into their 'My Profile' page.

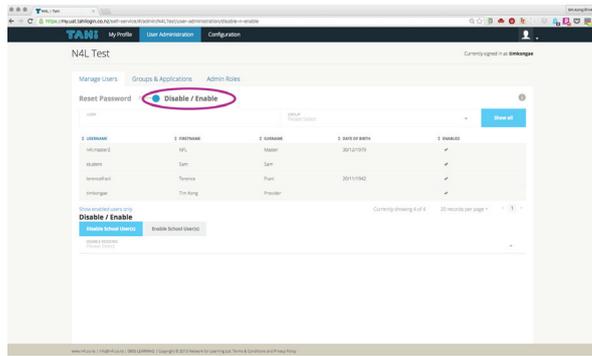
While the user is still linked to the school via their user profile, they will be blocked from using Tahī enabled apps associated with the school. The Tahī Administrator can still perform admin functions against that user's account. For example, you could reset the user's password or unlock their account.

Going forward, the user profile may need to be re-enabled. A Tahī Administrator has the ability to do this, which would allow the user to access Tahī enable applications within that school again.

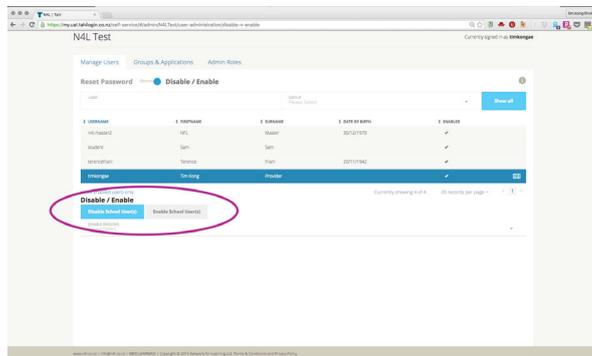
***Use the steps below to 'Disable' or 'Enable' a user's profile:***

### Disable Profile Procedure

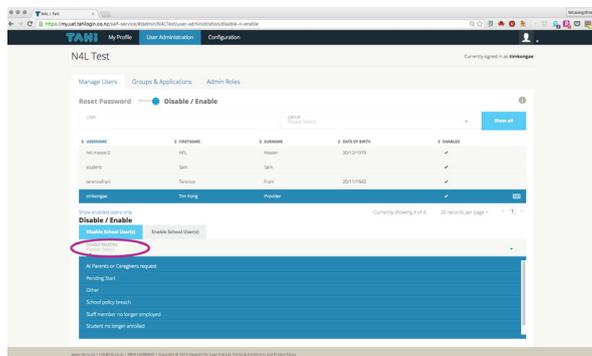
1. On the 'Manage Users' screen, move the slider to point towards 'Disable / Enable'. 'Disable / Enable' will become active.



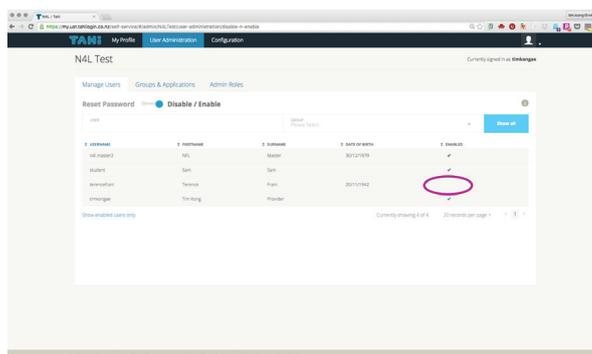
2. Search for the user/s or group who require their access to be updated.
3. In the search results, click the user you wish to disable.
4. The screen expands to display the 'Disable/Enable' options.



5. From the 'Disable Reasons' drop down list, select the reason required.



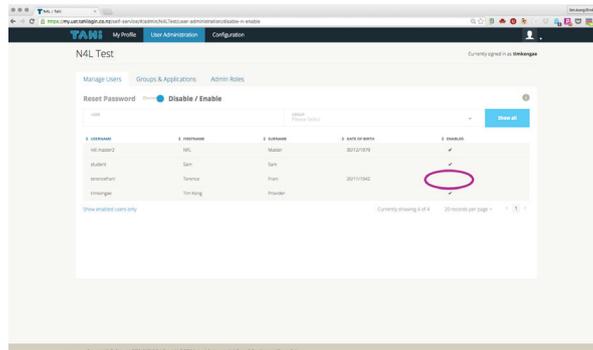
6. The 'Disable Reasons' text box will be filled in.
7. Click 'Disable School User(s)'.
  8. Tahī will change the user's profile to 'Disabled'.



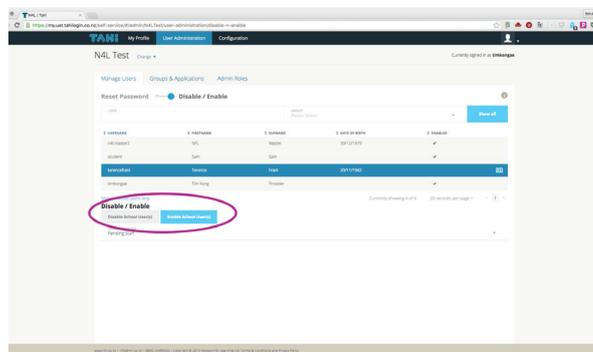
## Enable Profile Procedure

Follow the steps below to 'Enable' a disabled user:

1. Search for the user you require and then select their name.

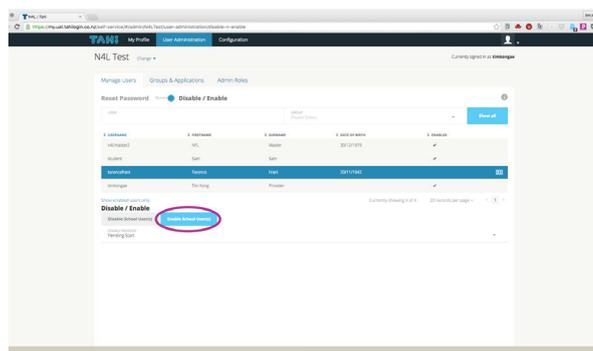


2. The screen expands to display the 'Disable/Enable' options.



Review the disabled reason before enabling a user to ensure the enablement complies with school policy.

3. From the 'Disable/Enable' options, click 'Enable School User(s)'.



4. Tahī will change the user's profile to 'Enabled'.

