

# Creating and managing LAC users

You can add and manage LAC users (people who are given access to the vendor side of LAC, such as people within your organization, resellers, etc.) using the User Management tab from the Administration page. The User Management tab includes information about each LAC user that has been added to LAC, as described below.

Field	Description
Name	The user's full name.
Email	The email address of the user, which also serves as the user's login name.
Active	Designates whether the user is allowed to log into the vendor area of LAC.
Blocked For	If a user attempts to login three times without a password, the user is blocked from further login attempts for 15 minutes, after which the user can attempt to login again. The Blocked For column displays the number of minutes that the user has been blocked from logging into LAC, beginning with 15 minutes and decreasing to 0.
Last Login Time	The last time the user logged into LAC.
Creation Time	The time the LAC user was created.
Role	<p>The role of the user, which indicates the user's level of access to LAC. Available roles currently include Administrator, Sales and Reseller:</p> <ul style="list-style-type: none"><li>Administrator users have full privileges to access all areas of LAC.</li><li>Sales users do <i>not</i> have permission to:<ul style="list-style-type: none"><li>Create new products</li><li>Update existing products</li><li>Access Administration page functions</li></ul></li></ul> <p>In addition, Sales users have limitations on product template usage. Sales users can use only:</p> <ul style="list-style-type: none"><li>Product templates that are designated as Allowed for that user (set in the Product Template Permissions tab, described below)</li><li>Licenses/license orders created using Allowed product templates</li></ul> <p>Note that all denied templates and all licenses and information for those templates will not be visible for the user throughout LAC.</p> <ul style="list-style-type: none"><li>Reseller users do <i>not</i> have permission to:<ul style="list-style-type: none"><li>Create new products</li><li>Update existing products</li><li>Access Administration page functions</li></ul></li></ul> <p>In addition, Reseller users have limitations on product template usage and customer access. Reseller users can use/access only:</p> <ul style="list-style-type: none"><li>Product templates that are designated as Allowed for that user (set in the Product Template Permissions tab, described below)</li><li>Licenses/license orders created using Allowed product templates</li><li><a href="#">Customers that the reseller user is assigned to</a></li></ul> <p>Note that all denied templates and all licenses and information for those templates will not be visible for the user throughout LAC. Template settings override the assigned customer settings. For example, if customer Big Corp is assigned to the Reseller user Region 1, and this reseller is denied usage of the template Product_A, then the Region 1 reseller will not see the license orders for customer Big Corp that are created using template Product_A.</p>

You can create an unlimited number of users in LAC. However, the number of users that can be enabled is limited to the number purchased with your LAC license.

When a user is removed or disabled, this increases the number of available LAC user licenses that can be enabled. For example, if your license allows for 20 users and you have enabled 20 users, you can continue adding more users to LAC but cannot enable them. To enable another user, you must first disable or delete one of the currently enabled users (as described below) or increase the allowed user count for your LAC license.

**Note:** LAC does not support concurrent logins using the same user credentials. If a user logs into LAC using the same username and password that were already used to log into another machine, the previously logged-in user will be signed out of LAC automatically. The same rule applies to both browser sessions and sessions using SOAP API tokens. For example, if the user that is currently logged into the LAC login page attempts to log into LAC again using SOAP API and the same credentials as he used to log into the current session, he will be automatically signed out from the session in the browser despite the fact that the SOAP API token created by the Login function is valid for 3 hours.

## To create a new user:

1. Click **Create User** in the License Generators tab to open the Create New User dialog.
2. In the General tab, enter the user's first and last name.

3. Enter the user's email address, which also defines the user's login name.
4. Select the role that specifies the user's level of access to LAC. Available roles include Administrator, Sales and Reseller users, as described in the above table.
5. Click **Next** to assign template usage permissions in the Product Template Permissions tab.
6. For user roles other than Administrator (which have permissions to use all templates), select the product templates that the user will be allowed to use. In the Usage Denied list, check the box next to each template the user is allowed to use, and then click **Allow** to move the template to the Usage Allowed list.
7. Click **Save** to create the user. You return to the User Management page, where you will see the new user has been added to the list of users.
8. An email is automatically sent to the email address you specified with an activation link to let the user activate his account and set his password.

**To edit user details or deactivate/activate a user:**

1. Click the **Edit** icon in the Action column for the user whose details you want to edit.
2. Edit the name, email, role, and template permissions in the manner described above.
3. By default, users are enabled, which indicates the user can log into and access the vendor area of LAC. If you want to disable the user, deselect the Enabled checkbox in the General tab. To enable the user, select the Enabled checkbox.

When you deactivate users, the available LAC user licenses increase by one for each deactivated user.

**To delete a user:**

1. Click the **Delete** icon in the Action column for the user you want to remove.
2. Click **OK** at the confirmation message to delete the user.

When you delete users, the available LAC user licenses increase by one for each deleted user.

**Important:** Deleting a user from LAC will completely and permanently remove the user's account, so the user will no longer be able to log in to LAC. The deleted username will be replaced with "Undefined" or "Deleted User" throughout LAC, depending on the type of grid or form being viewed.

If you do not want to permanently remove the user from LAC, you can deactivate the user instead, as described above.