

Managing Portal URL Membership

Last Modified on 01/23/2025 9:55 am EST

Overview

Administrators can select which Portal URL to grant a **Portal URL User** access to in Resolver.

User Account Requirements

The user must have Administrator permissions to manage Portal URL Access users.

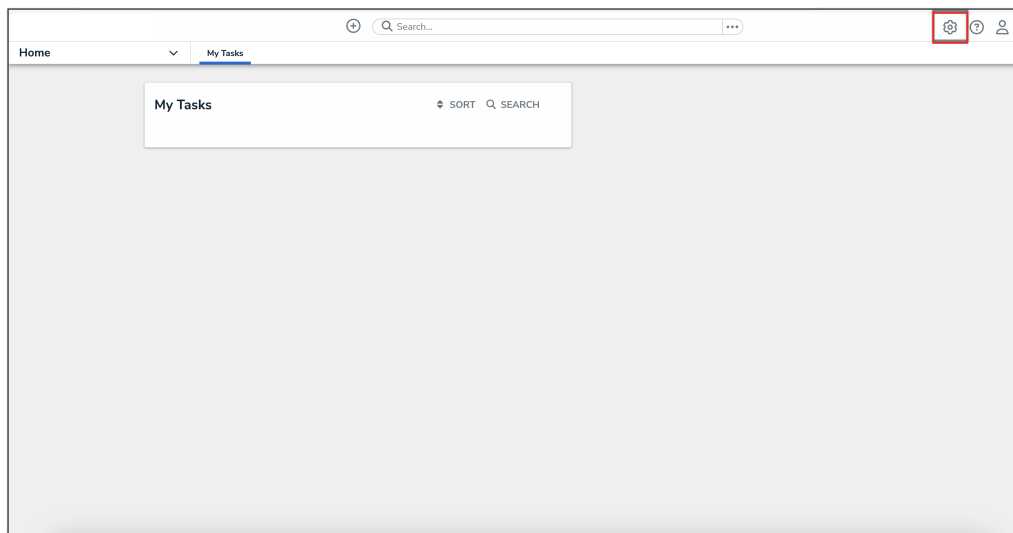
Related Information/Setup

Please refer to the [Portal URL Settings](#) section for more information on using a Portal URL in Resolver.

Please refer to the [Create a New User](#) and the [Edit a User](#) articles for more information on creating and editing **Portal URL Users**.

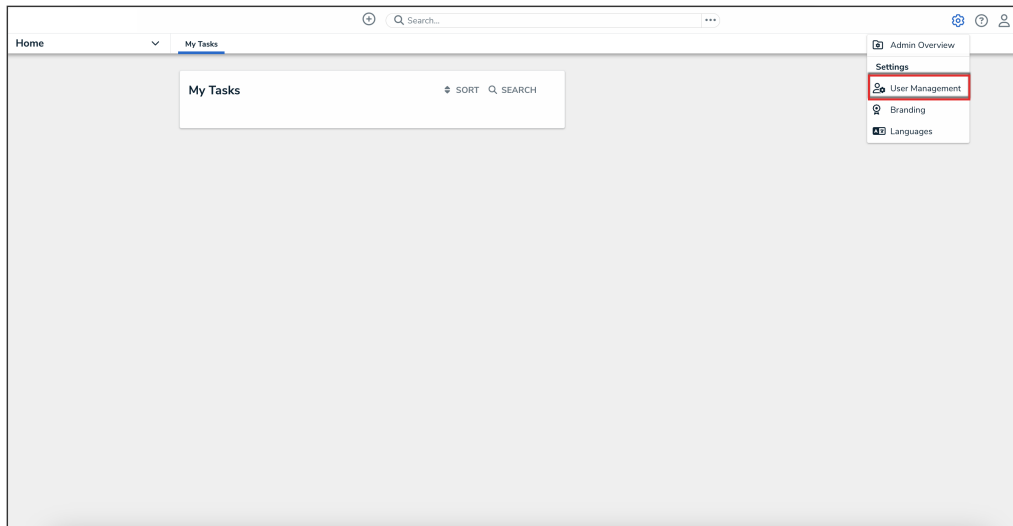
Navigation

1. From the **Home** screen, click the **Administration** icon.



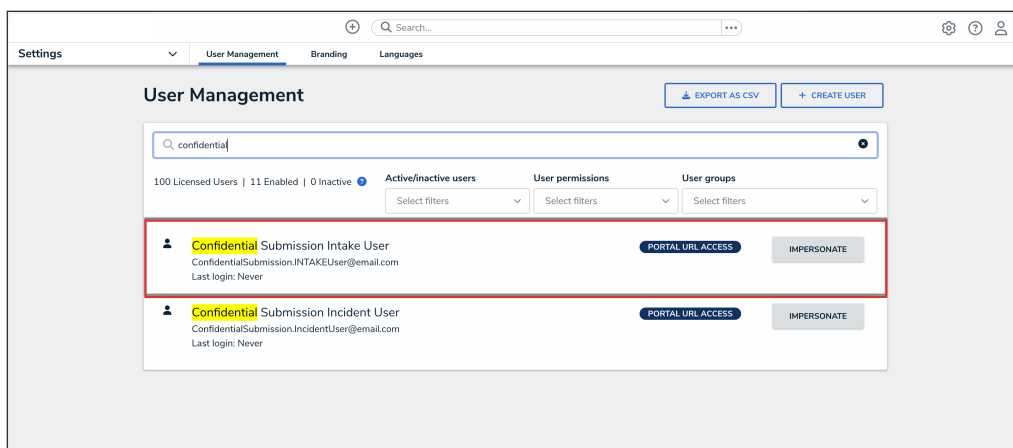
Administration Icon

2. From the **Administrator Settings** menu, click **User Management**.



Administrator Settings Menu

3. Enter a user's name in the **Search** field to narrow the search results.
4. Click the name of the **Portal URL User** you want to edit.



User Name

Managing Portal URL Membership

From the **Edit User** screen, the **Portal URL** tab in the **User Memberships** card shows which Portal URL a **Portal URL User** is assigned to.

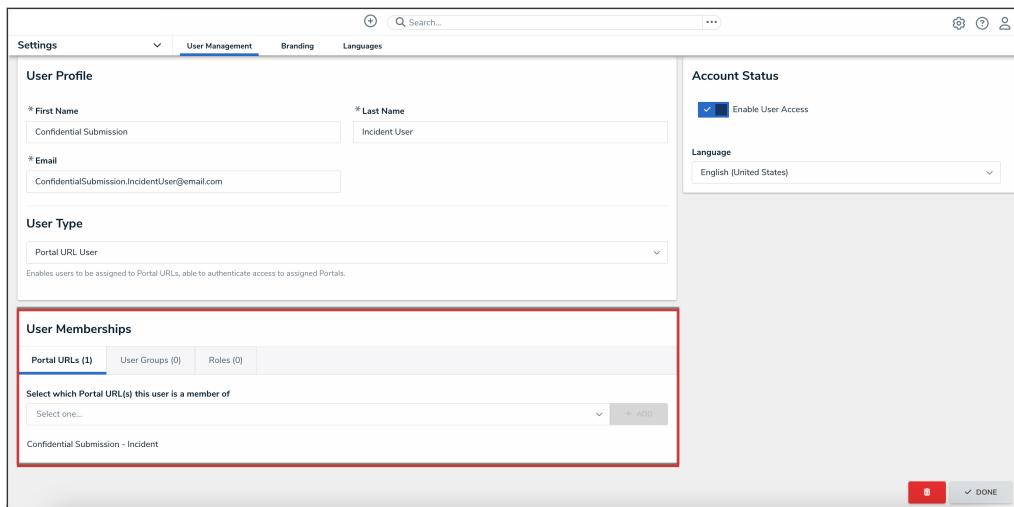


Note:

Please ensure that the user is a **Portal URL User** type in order to add them to a Portal URL.

1. To add a user to a Portal URL, in the **Portal URLs** tab in the **User Memberships** card, select the Portal URL from the **Select which Portal URL(s) this user is a member**

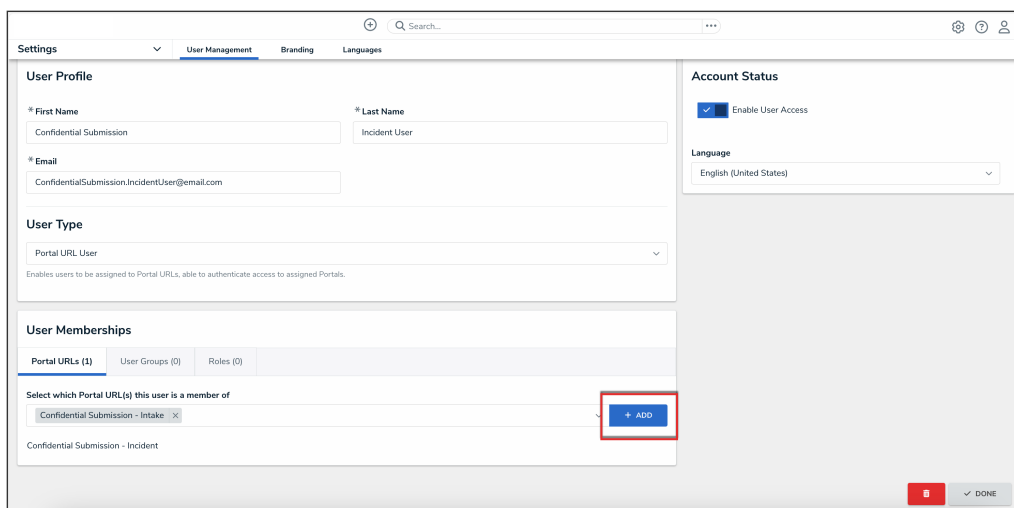
of drop-down.



The screenshot shows the Resolver User Management interface. The 'User Profile' section includes fields for First Name (Confidential Submission), Last Name (Incident User), and Email (ConfidentialSubmission.IncidentUser@email.com). The 'User Type' is set to 'Portal URL User'. The 'User Memberships' section is highlighted with a red box, showing a dropdown menu for selecting Portal URLs. The dropdown is currently empty, and the 'Add' button is visible. The 'Account Status' section shows 'Enable User Access' checked and 'Language' set to 'English (United States)'. A red 'X' button and a 'DONE' button are at the bottom right.

Select Which Portal URL(s) This User is a Member of Drop-down

- Click the **Add** button to add that user to the selected Portal URL.



The screenshot shows the Resolver User Management interface. The 'User Memberships' section is highlighted with a red box, showing a dropdown menu for selecting Portal URLs. The dropdown is currently empty, and the 'Add' button is visible. The 'Account Status' section shows 'Enable User Access' checked and 'Language' set to 'English (United States)'. A red 'X' button and a 'DONE' button are at the bottom right.

Add Button

- A pop-up will appear, confirming the following:
 - An **Add user to Portal URL(s)?** pop-up will appear. Click the **Add** button to confirm adding the user to the selected Portal URL

The screenshot shows the 'User Management' tab in the Resolver interface. The user details section includes fields for First Name (Test), Last Name (Portal), Email (test.portal@email.com), and User Type (Portal URL User). The 'User Memberships' section shows 'Portal URLs (0)' and 'User Groups (0)'. A pop-up dialog titled 'Add user to Portal URL(s)?' is displayed, asking 'Anyone using the portal link will be logged in as this user and have their access and role permissions.' with 'CANCEL' and 'ADD' buttons.

Add User to Portal URL(s) Pop-up

- If the selected Portal URL already has an assigned user, a **Replace existing user(s) for Portal URL(s)?** pop-up will appear. Click the **Replace Existing User(s)** button to confirm.

The screenshot shows the 'User Management' tab in the Resolver interface. The user details section includes fields for First Name (Confidential Submission), Last Name (Incident User), and Email (ConfidentialSubmission.IncidentUser@email.com). The 'User Memberships' section shows 'Portal URLs (1)' and 'User Groups (0)'. A pop-up dialog titled 'Replace existing user(s) for Portal URL(s)?' is displayed, asking 'Some of the selected Portal URLs already have assigned users. Do you want to replace the existing assigned users?' with 'CANCEL' and 'REPLACE EXISTING USER(S)' buttons.

Replace Existing User(s) for Portal URL(s) Pop-up

4. Click the **Done** button to save your changes.

Settings

User ManagementBrandingLanguages

User Profile

* First Name

Test

* Last Name

Portal

* Email

test.portal@email.com

User Type

Portal URL User

Enables users to be assigned to Portal URLs, able to authenticate access to assigned Portals.

User Memberships

Portal URLs (1)

User Groups (0)

Roles (0)

Select which Portal URL(s) this user is a member of

Select one...

→ ADD

Confidential Submission - Mobile

Account Status

☒ Enable User Access

Language

English (United States)

0

✓ DONE

Done Button