Managing users

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List users

The **Users** page provides the following views of user accounts:

- **Current Accounts** lists users in your enterprise that have been Invite a user to your enterprise.

- **Pending Invitations** lists users who have been Invite a user to join your enterprise but haven't yet activated their accounts.

- **Disabled Accounts** lists users whose accounts have been Remove or disable a user account.

Invite a user

Enterprise administrators can invite a user to join an enterprise.

Step 1   Select the **Users** tab.

Step 2   Click **Invite User**.

Step 3   Enter the user's first name, last name, and email.

Step 4   Click **Invite**.

Invited users are sent an email with an activation link that expires in one hour. Invitations that haven't been activated yet can be viewed under **Pending Invitations** (see List users, on page 1).

Note   Account activation emails are not sent to users in enterprises that have integrated an identity provider with Security Cloud Sign On.

Edit a user

An enterprise administrator can edit a user's first and last name. A user's email address can't be changed.

Step 1   Click **Users** in the left navigation, then click **Current Users**.

Step 2   Click the menu icon ⸱⸱⸱ and select **Edit**.

Step 3   Edit the user's first name or last name.

Step 4   Click **Update**.

Reset user password or MFA settings

Enterprise administrators can reset the password and MFA credentials for users that belong to a verified email domain.

Step 1   Select the **Users** tab.

Step 2   Under **Current Accounts**, locate the user whose password or MFA settings you want to reset and click the icon menu ⸱⸱⸱ .

a)   To reset the user's password, select **Reset password**.

b)   To reset the user's MFA settings, select **Reset MFA**.

The next time the user signs on, they will be prompted reset their password or set up their Duo MFA credeauthentication factors.

Remove or disable a user account

Step 1 Select the **Users** tab.

Step 2 Under **Current Accounts**, locate the user account to remove or disable and click the icon menu ⌶.

    a) To remove a user from the enteprise, select **Remove**.

    b) To disable the user's account, select **Disable**.

Remove or disable a user account