



Managing Users and Accounts

This chapter explains the various types of the WiFi Engage users. It also describes how to manage the WiFi Engage and Meraki accounts.

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Managing the WiFi Engage Users

The WiFi Engage provides its users different rights and privileges based on the role they perform.

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Inviting a WiFi Engage User

The Account Admin user can add other users for the WiFi Engage, and grant the users the required admin rights. The users can be created for a particular location. The WiFi Engage enables you to define the following types of users:

- **Account Admin**—This user has complete administrative rights on the WiFi Engage dashboard.
- **Admin**—This user has all the privileges except user management on the specified location. For example, an admin user cannot invite a user to join the WiFi Engage.
- **Portal Designer**—This user has the access only to the Portal features of the WiFi Engage on the portals.
- **AccessCode Manager**—This user has the access only to create and manage access codes.
- **Read Only Access**—This user has the access only to view the WiFi Engage dashboard for the specified location. That is, this user cannot edit the WiFi Engage configurations.

To add a WiFi Engage user, perform the following steps:

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- Step 1** In the WiFi Engage dashboard, choose **Team**.

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Step 2 Click **Invite User**.

Step 3 In the Invite Users window, enter the following details:

a. In the Email Address field, enter the e-mail address of the user to add.

b. From the Access drop-down list, choose the access type to provide to this user.

Based on your selection, an additional field appears. The field is not displayed for Account Admin, AccessCode Manager, and Portal designer.

c. Make necessary selection in the additional field as follows:

- If you choose Admin or Read Only Access, the Choose Location field appears. Select the locations for which you want to provide access.

d. Click **Send Invite**.



Note

The Invite User button is available only for the Account Admin users.



Note

The AccessCode Manager option appears only if any experience zone exists for your WiFi Engage account.

Editing the User Privileges

The WiFi Engage enables you to change the privileges of an existing WiFi Engage user. For example, an account admin user can promote a portal user to an admin user.

To change the user privileges of a user, perform the following steps:

Step 1 In the WiFi Engage dashboard, choose **Team**.

The Team page appears with the list of the WiFi Engage users.

Step 2 Click the user for whom you want to change the user privileges.

The Re Invite User window appears.

Step 3 From the Access drop-down list, choose the type of access you want to provide to the user.

Step 4 If you choose “Admin”, from the Choose Location drop-down list, select the locations for which you want to provide access to the user.

Step 5 Click **Re Invite**.



Note

An e-mail is sent to the user indicating the change in the user privileges.



Note

The AccessCode Manager option appears only if any experience zone exists for your WiFi Engage account.

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Deleting a WiFi Engage User

If a user no more needs access to the WiFi Engage, we recommend that such users to be deleted from the WiFi Engage user list.

To delete an existing WiFi Engage user, perform the following steps:

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- Step 1** In the WiFi Engage dashboard, choose **Team**.
The Team page appears with the list of the WiFi Engage users.
- Step 2** Select the check box adjacent to the user that you want to delete.
The Delete User button appears.
- Step 3** Click **Delete User**.
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Searching for a WiFi Engage User

The WiFi Engage provides a search feature using which you can search for the WiFi Engage users.

To search for an existing WiFi Engage user, perform the following steps:

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- Step 1** In the WiFi Engage dashboard, choose **Team**.
The Team page appears with the list of the WiFi Engage users.
- Step 2** In the Search field, enter the e-mail ID of the user whom you want to search.
The WiFi Engage users list gets shortened with the name that matches the one specified in the Search field.
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Managing the WiFi Engage Accounts

This section describes how to manage the WiFi Engage Accounts.

- [Changing the WiFi Engage Password, page 12-3](#)
- [Signing Out of WiFi Engage, page 12-4](#)

Changing the WiFi Engage Password

We recommend you to change the WiFi Engage password at frequent intervals to ensure more security for your application.

To change the password of your WiFi Engage account, perform the following steps:

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- Step 1** In the WiFi Engage dashboard, click the drop-down arrow for the user account icon that appears in the left pane.
- Step 2** Click **Change Password**.

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- Step 3** In the window that appears, do the following:
- In the Current Password text field, enter the current password for your WiFi Engage account.
 - In the New Password field, enter the new password that you want for your WiFi Engage account.
 - In the Confirm Password field, reenter the new password for confirmation.
 - Click **Change Password**.
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**Note**

The strength required for the password is 8. Increase the security of your password by adding special characters and numbers in the password.

Signing Out of WiFi Engage

To sign out of the WiFi Engage, perform the following steps:

- Step 1** In the WiFi Engage dashboard, click the drop-down arrow for the user account icon that appears in the left pane.
- Step 2** Click **Sign out**.
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Managing the Meraki Account

To use the WiFi Engage with Meraki, you must have a Meraki account. This section provides information on how to manage the Meraki account.

- [Connecting to a Meraki Account, page 12-4](#)
- [Connecting to a Different Meraki Account, page 12-5](#)

Connecting to a Meraki Account

To connect to a Meraki account, perform the following steps:

- Step 1** In the WiFi Engage dashboard, click the Wi-Fi icon that appears in the left pane.
- Step 2** Click **Connect account**.
- Step 3** In the Enter new Meraki credentials window that appears, enter the username, and password for your Meraki account.
- Step 4** Click **Connect Account**.
- Step 5** In the Connect account window that appears, click **Continue**.
- The WiFi Engage is now connected to the Meraki account specified.
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Connecting to a Different Meraki Account

The WiFi Engage enables you to connect to a different Meraki account. You can use this option to connect to a different Meraki account, when you want to import access points from multiple Meraki accounts.

To connect to a different Meraki account, perform the following steps:

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- Step 1** In the WiFi Engage dashboard, click the Wi-Fi icon that appears in the left pane.
 - Step 2** In the dialog box that appears, click **Meraki Account Settings**.
The Meraki Settings window appears.
 - Step 3** Click **Disconnect**.
 - Step 4** Click **Confirm**.
The message “Your Meraki account has been successfully disconnected” appears in the Meraki Account Settings window.
 - Step 5** Enter the log in credentials of the Meraki account to which you want to switch your connection.
 - Step 6** Click **Connect Account**.
 - Step 7** In the Connect Account screen that appears, click **Continue**.
The WiFi Engage is now connected to the Meraki account specified.

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