



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 CUWN 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.

Adding 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 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 other than user management. 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.
- **Experience Zone Manager**—This user has the access only to the following portal modules through the Experience Zone Manager App: Notice, Welcome Message, Videos, and Help. This user does not have access to the WiFi Engage dashboard.
- **AccessCode Manager**—This user has the access only to create and manage access codes for the experience zones.
- **Read Only Access**—This user has the access only to view the WiFi Engage dashboard. 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 **Manage Users > Users**.
 - Step 2** Click **Invite User**.

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- Step 3** In the Invite User window, enter the following details:
- In the Email Address field, enter the email address of the user to add.
 - From the Access drop-down list, choose the access type to provide to this user.
 - Click **Send Invite**.



Note

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

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:

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- Step 1** In the WiFi Engage dashboard, choose **Manage Users > Users**.
The Manage Users 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 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** In the Password field, enter a password for this access.
- Step 5** Click **Apply Changes**.
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Note

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

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 **Manage Users > Users**.
The Manage Users 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 button gets enabled.
- Step 3** Click **Delete**.
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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 **Manage Users > Users**.
The Manage Users page appears with the list of the WiFi Engage users.
- Step 2** In the Search field, enter the e-mail ID of the user that 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

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 **Accounts**.
- Step 2** Click **Reset Password**.
- Step 3** In the window that appears, do the following:
- In the current password 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, re-enter the new password for confirmation.
 - Click **Change Password**.



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:

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- Step 1** In the WiFi Engage dashboard, click **Accounts**.

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Step 2 In the Account Settings window that appears, click **Sign Out**.

Managing the MSE/CMX Account

To use the WiFi Engage with CUWN, you need to have a MSE/CMX account. This section provides information on how to manage the MSE/CMX account.

Connecting to a MSE/CMX Account

To connect to a MSE/CMX account, perform the following steps:

Step 1 In the WiFi Engage dashboard, click the icon for the MSE settings.

Step 2 In the MSE Settings window, click **Connect account**.

Step 3 In the Enter new MSE credentials window that appears, enter the server IP address, username, and password for your MSE/CMX account.

Step 4 Click **Switch Account**.



Note You can also use the Switch Account button to connect to a different MSE/CMX account. For more information on switching the MSE/CMX account, see the [“Switching the MSE/CMX Account” section on page 4-4](#).

Step 5 In the Switch account window that appears, click **Continue**.

The WiFi Engage is now connected to the MSE/CMX account specified.



Note You need to open the ports 80 and 443 to establish this connection. For more information, see the [“Pre-requisites to Deploy the Enterprise Mobility Services Platform” section on page 2-2](#).

Switching the MSE/CMX Account

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

To switch to a different MSE/CMX account, perform the following steps:

Step 1 In the WiFi Engage dashboard, click the icon for the MSE settings.

Step 2 In the MSE Settings window, click **MSE Account Settings**.

Step 3 In the Enter new MSE credentials, enter the following:

- MSE/CMX server IP address

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- Username
- Password

Step 4 Click **Switch Account**.

The WiFi Engage is now connected to the MSE/CMX account specified.

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