



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.

- [Managing the WiFi Engage Users, page 4-1](#)
- [Managing the WiFi Engage Accounts, page 4-3](#)
- [Managing the Meraki Account, page 4-4](#)

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 Meraki Account

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

Connecting to a Meraki Account

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

- Step 1** In the WiFi Engage dashboard, click the icon for the Meraki settings.
 - Step 2** In the Meraki Settings window, click **Connect account**.
 - Step 3** In the window that appears, enter the log in credentials for the Meraki.
 - Step 4** Click **connect account**.
 - Step 5** In the Select Organization window that appears, choose the Meraki organization to which you want to connect in the Organization drop-down list, and click **Submit**.
 - Step 6** In the Switch account window that appears, click **Continue**.
- The WiFi Engage is now connected to the Meraki account specified.
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Switching the Meraki Account

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

- Step 1** In the WiFi Engage dashboard, click the icon for the Meraki settings.
 - Step 2** In the Meraki Settings window, click **Meraki Account Settings**.
 - Step 3** In the Meraki Account Settings window that appears, click **Disconnect**.
 - Step 4** Click **Confirm**.
 - Step 5** In the window that appears, 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 Select Organization window that appears, choose the Meraki organization to which you want to connect in the Organization drop-down list, and click **Submit**.
 - Step 8** In the Switch account window that appears, click **Continue**.
- The WiFi Engage is now connected to the Meraki account specified.
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Disconnecting a Meraki Account

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

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- Step 1** In the WiFi Engage dashboard, click the icon for the Meraki settings.
 - Step 2** In the Meraki Settings window, click **Meraki Account Settings**.
 - Step 3** In the Meraki Account Settings window that appears, click **Disconnect**.
 - Step 4** Click **Confirm**.
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