



CHAPTER 10

Managing Resource Manager Users and User Groups without an External Directory

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Creating or Modifying a User Profile

You can add or modify a user profile if Resource Manager uses its own database for storing user profiles.

If your organization is synchronized with an external directory server to provision users, you can only modify the settings stored in Resource Manager, such as virtual room, default terminals, allowed meeting types, groups, and time zone.

You can modify user passwords, email, telephone and time zone settings at **Users > My Profile** if those settings are not stored in the external directory server.



Note

Before configuring user profiles, set default settings for each user type at **Advanced Settings > Default User Settings**.

Procedure

- Step 1** Click **User Management** in the sidebar menu.
- Step 2** Click **Users**.
- Step 3** Click the link in the Name column for the user you require, or click **Add** to create a new user profile.
- Step 4** Enter the user ID and last name in the relevant fields.
- Step 5** (Optional) Enter the first name, email address and password for the user in the relevant fields, and confirm the password.

- Step 6** (Optional) Click **Virtual Room Setting** to add or modify virtual room settings for the user.
- Step 7** Click **Advanced**.
- Step 8** Select a user type and enter telephone numbers in the relevant fields.
- Step 9** Click **Select Terminal** to assign a default terminal to this user.
- Step 10** Select **Select** next to the Allowed Meeting Types field to restrict this user to a subset of all available meeting types.
By default, all active meeting types are allowed.
- Step 11** Select the group from the Groups list to which this user belongs.
- Step 12** Select a default time zone.
Local time zones are used by default at User > My Meetings and User > All Meetings.
- Step 13** Click **OK** to save your changes.
The user profile is saved and Resource Manager sends the user a notification e-mail containing login access information.
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Removing a User Profile

Restriction

You cannot remove a user profile if:

- You are provisioning users via an external directory server—The Delete button is disabled.
- The user is participating in an active meeting—You must wait for the user to leave the meeting.
- The user is the last user configured in the system with Organization Administrator privileges.

Procedure

- Step 1** Click **User Management** in the sidebar menu.
- Step 2** Click **Users**.
- Step 3** Click the user profile you want to delete in the Name column.
- Step 4** Click **Delete** and then **OK**.
The user profile is deleted from the scheduler and information about the user is removed from the database.
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Searching for a User Profile

Procedure

- Step 1** Click **User Management** in the sidebar menu.
- Step 2** Click **Users**.

- Step 3** Enter the partial or complete name of the user in the Name field, or enter the partial or complete virtual room for the user in the Virtual Room field.
 - Step 4** Select the group in which you want to perform the search.
The default is All Groups.
 - Step 5** Click **Search**.
Search results are listed.
 - Step 6** To return to the complete list of users, clear the Name or Virtual Room field, and then click **Search**.
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Updating User Profiles

If your organization uses an external directory server to provision users, you must update the list of Resource Manager user profiles when users are removed from that directory server.

Meeting creation and meeting scheduling issues may arise if you do not update as required.

Procedure

- Step 1** Click **User Management** in the sidebar menu.
 - Step 2** Click **Users**.
 - Step 3** Click **Update** to import an up-to-date list of users from the external directory server.
The import process runs in the background enabling administrators to continue working with the system.
Once the new updated user database is created, users log in to Resource Manager using a directory server login ID and password.
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Creating a User Group

Procedure

- Step 1** Click **User Management** in the sidebar menu.
 - Step 2** Click **Groups**.
 - Step 3** Click **Add**.
 - Step 4** Enter a name for the group in the Name field.
 - Step 5** Select participants and terminals from the Available Contacts list and click the right-arrow button to move them to the Selected Contacts list.
 - Step 6** Click **OK** to save your changes.
The group appears in the Groups tab list.
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Modifying a User Group

Procedure

- Step 1** Click **User Management** in the sidebar menu.
 - Step 2** Click **Groups**.
 - Step 3** Click **Add**.
 - Step 4** Click the link in the Name column for the user group you require.
 - Step 5** Modify the name of the user group.
 - Step 6** Click **OK** to save your changes.
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Removing a User Group

Procedure

- Step 1** Click **User Management** in the sidebar menu.
 - Step 2** Click **Groups**.
 - Step 3** Select the group you want to delete.
 - Step 4** Click **Delete** and then **OK**.
The user group is deleted from the scheduler.
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