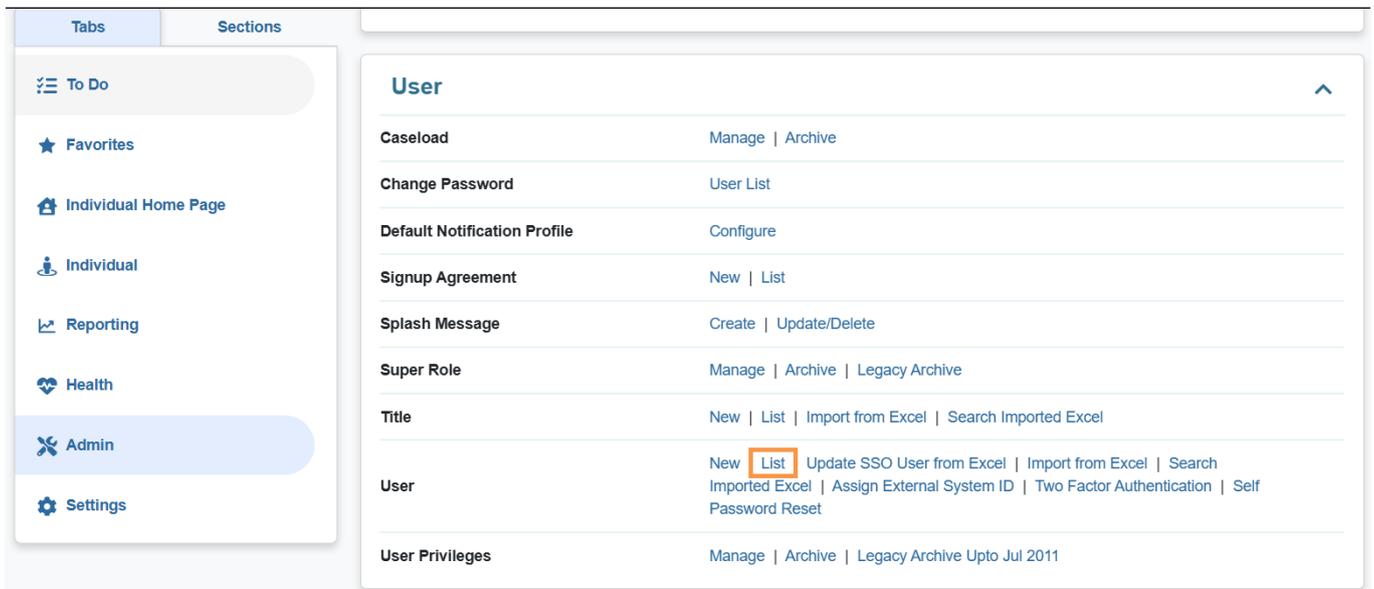


## Update User Information

Users assigned with the **User Administrative** Role will be able to view or edit user information.

1. Click on the **List** link beside the **User** option on the Admin tab.



The screenshot displays the Admin tab in the Therap Global system. The left sidebar shows the navigation menu with 'Admin' selected. The main content area is titled 'User' and contains a table of user-related options. The 'User' row is highlighted, and the 'List' link is highlighted with a red box.

User	
Caseload	Manage   Archive
Change Password	User List
Default Notification Profile	Configure
Signup Agreement	New   List
Splash Message	Create   Update/Delete
Super Role	Manage   Archive   Legacy Archive
Title	New   List   Import from Excel   Search Imported Excel
User	New   <b>List</b>   Update SSO User from Excel   Import from Excel   Search Imported Excel   Assign External System ID   Two Factor Authentication   Self Password Reset
User Privileges	Manage   Archive   Legacy Archive Upto Jul 2011

2. Select the **user** from the **User List** page.

Showing 1 to 7 of 7 entries

NOTE Deactivating a user will remove all profiles and privileges. To temporarily suspend access, use Lock/Unlock.

Login Name ↑	First Name	Last Name	Title	Employee ID	Status	Status Action	Lock / Unlock	Lock / Unlock Action
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	All		All	
aamira	Aamira	Shabnam	Software Engineer, QA		Active	Deactivate	Unlocked	Lock
abdullah	Abdullah	Khan	Teacher		Active	Deactivate	Unlocked	Lock
abdur	Abdur	Hossain	Special Teacher	1122	Active	Deactivate	Unlocked	Lock
abir	Abir	Mia	Teacher		Active	Deactivate	Unlocked	Lock
abraham	abraham	linkon	Academic Coordinator		Active	Deactivate	Unlocked	Lock
abrar	Abrar	Hayat	Therap Admin		Active	Deactivate	Unlocked	Lock
abu	abu	taher	Academic Coordinator		Active	Deactivate	Unlocked	Lock

Showing 1 to 7 of 7 entries

< 1 >

Export to Excel

Cancel

3. Search options are also available to find a **user** by filling out any of the blank fields Login Name, First Name etc.

### User List

NOTE Deactivating a user will remove all profiles and privileges. To temporarily suspend access, use Lock/Unlock.

Login Name ↑	First Name	Last Name	Title	Employee ID	Status	Status Action	Lock / Unlock	Lock / Unlock Action
<input type="text" value="john"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	All		All	
john ←	John	Albert	Special Teacher	01234	Active	Deactivate	Unlocked	Lock

Showing 1 to 1 of 1 entries

< 1 >

Export to Excel

Cancel

Click on the **Login Name** of the **user** to view the information.

4. On the **Update User Information** page, the user's account and employer information fields will be editable.

**Note:** Users will not be able to edit **User Initials**, **Login Name**, **Status** and **Self Enroll Account** fields.

## Update User Information ⓘ

NOTE: Password has expired for this user's account. You need to reset the password.

### User Information

* First Name	<input type="text" value="John"/>
* Last Name	<input type="text" value="Albert"/>
User Initials	JA
Login Name	john
* Time Zone	<input type="text" value="Asia/Manila"/>

### Account Settings

Status Active

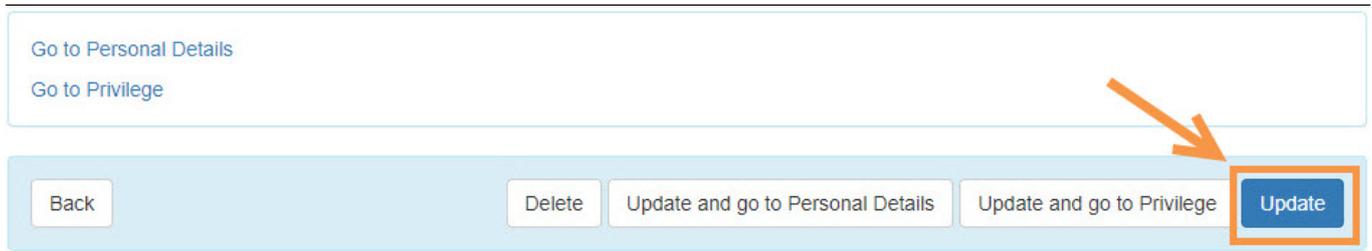
### Employer/Work Information

* Title	<input type="text" value="Special Teacher"/>	<input type="button" value="+"/>
Employee ID Number	<input type="text" value="012345"/>	
Hire Date	<input type="text" value="03/15/2020"/>	<input type="button" value="📅"/>

[Go to Personal Details](#)

[Go to Privilege](#)

5. Click on the **Go To Personal Details** link or the **Update and go to Personal Details** button (if changes were made) to switch to the user's **Personal Details** page.

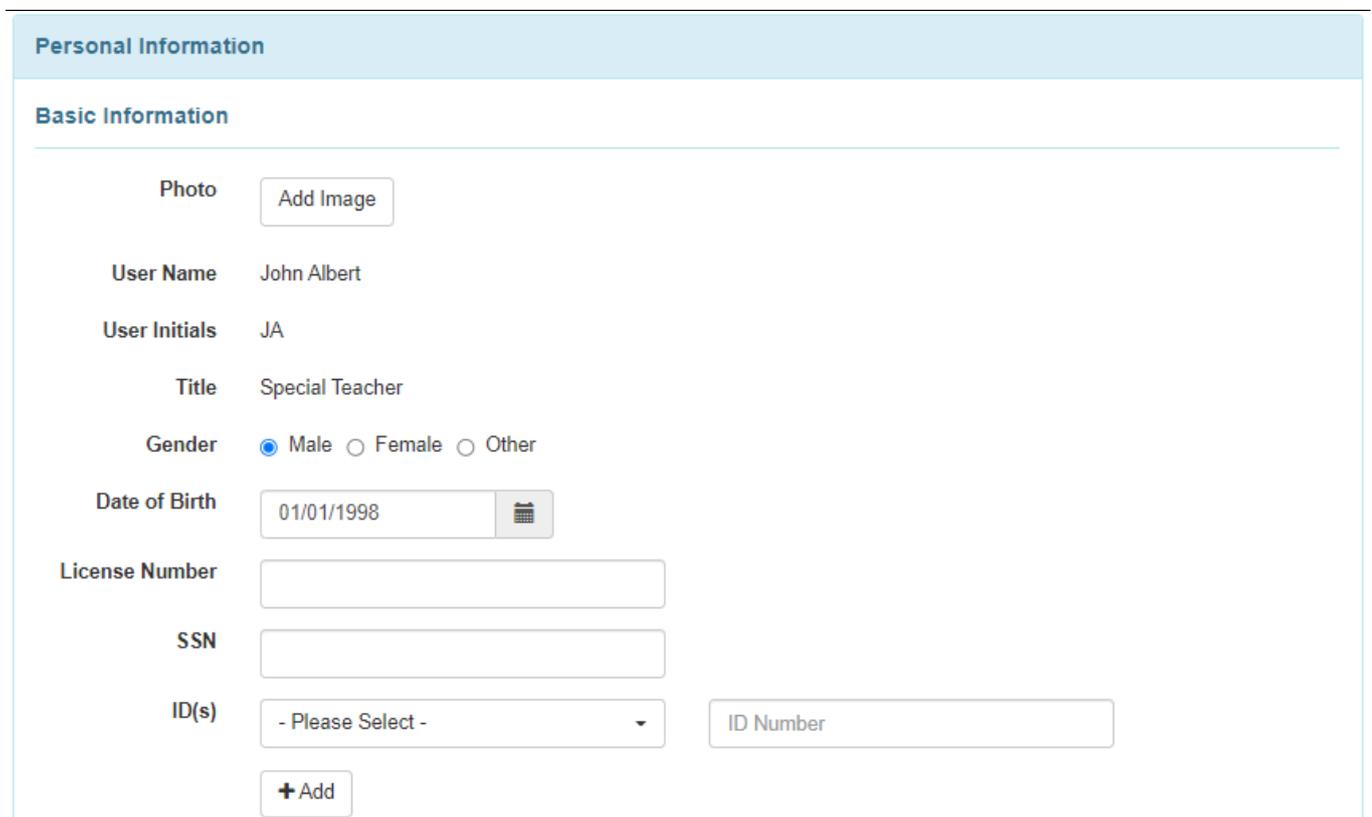


Go to Personal Details  
Go to Privilege

Back Delete Update and go to Personal Details Update and go to Privilege **Update**

Or if all the necessary information is already updated, click on the **Update** button.

6. On the **Personal Details** page of the **user**, a user's personal details and other contact details in the Personal Information section can be edited.



**Personal Information**

**Basic Information**

Photo

User Name John Albert

User Initials JA

Title Special Teacher

Gender  Male  Female  Other

Date of Birth

License Number

SSN

ID(s)

Under the **Contact Information** section, **Address**, **Phone Number**, **Phone Number Comments**, **E-Mail Address** can be edited.

#### Contact Information

<b>Address</b>	<input type="text" value="12234 Main Street"/> Street 1	<input type="text"/>	<input type="text"/>	<input type="text" value="Anytown"/> City	<input type="text" value="State"/> State	<input type="text" value="012345"/> Zip Code	<input type="text" value="Philippines"/> Country
<b>Phone Number</b>	<input type="text" value="012346985"/> Home	<input type="text" value="01234567890"/> Mobile	<input type="text"/>	<input type="text"/>	<input type="text" value=""/>		
<b>Phone Number Comments</b>	<input type="text" value=""/>						
<b>E-Mail Address</b>	<input type="text" value="demo@demoaccount.com"/>						

In the **Preferences** section, **Time Zone** can be changed if needed.

<b>Preferences</b>	
* Time Zone	<input type="text" value="Asia/Manila"/>
Enable Notification	<input type="checkbox"/>

In the **Additional Contact Information** section, **Employer/Work Information**, **Emergency Contact 1**, **Emergency Contact 2** can be edited.

### Additional Contact Information

---

#### Employer/Work Information

---

Work Phone Number

Fax Number

---

#### Emergency Contact 1

---

Name

Phone Number

---

#### Emergency Contact 2

---

Name

Phone Number

The fields under the **EVV** section can also be edited if applicable for the organization

### EVV

---

EVV ID

EVV Caregiver Type

7. After updating the user's information, click on the **Update** button to save the changes.

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Profile(s)  
User Links

---

8. After clicking on the **Update** button a successfully updated message will be displayed.

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Successfully updated.

[Back to Form](#) | [List](#)

**Actions**

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[Create New User](#)  
[Go to User Privilege](#)

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