

# User Accounts

Learn about managing all aspects of user accounts including managing two-factor authentication.

This does not include Zone Management. For details about managing users and their zone assignments from the Setup and Configuration page, see [Global Zone Management](#).

**Prerequisites:** You have Zone Administrator privileges. Refer to [Roles and Permissions](#).

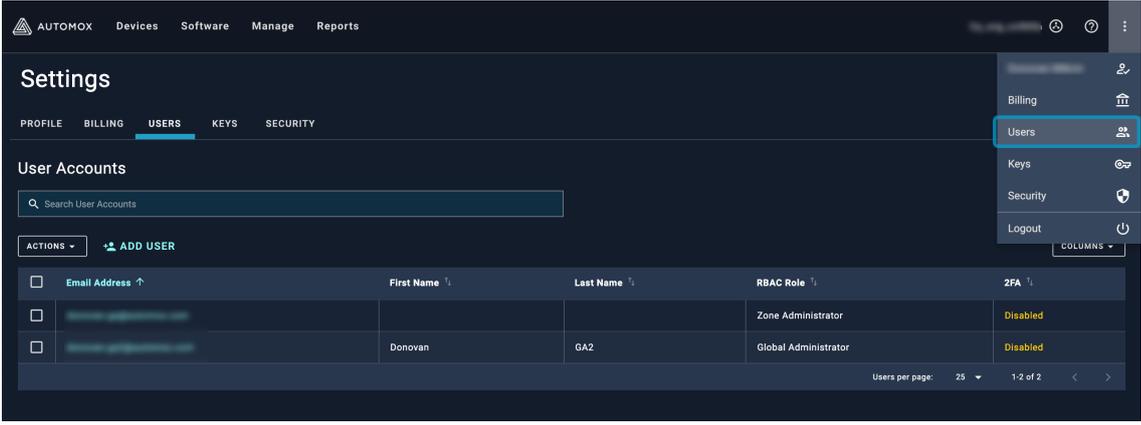
**Note:** The default session timeout before a user must login again is 30 minutes.

## Accessing the User Accounts page

To access User Accounts, open the **Settings** menu in the upper-right corner of the console. Click **Users**.

The following options are available:

- Add users to the zone and define their permissions.
- View details about a user account.
- Export a CSV file containing details about the chosen users.
- Remove existing users from a zone.
- Manage two-factor authentication settings for users.



The screenshot shows the AUTOMOX Settings page with the 'USERS' tab selected. A search bar is present above a table of user accounts. The table has columns for Email Address, First Name, Last Name, RBAC Role, and 2FA. Two users are listed: one with role 'Zone Administrator' and one with role 'Global Administrator', both with 'Disabled' 2FA status.

Email Address	First Name	Last Name	RBAC Role	2FA
[Redacted]	[Redacted]	[Redacted]	Zone Administrator	Disabled
[Redacted]	Donovan	GA2	Global Administrator	Disabled

## Adding a User Account

You can add a new user from the **Users** tab.

**Prerequisites:** You must have Zone Administrator permissions.

1. Click **Add User**.

2. In the Add User window, enter the email address for the new user.
3. Select a role for the new user. You can select from four RBAC or role-based access controls.
  - **Zone Administrator:** This user can control all aspects of the Automox console for this zone.
  - **Read Only:** This user only has read access rights.
  - **Billing Administrator:** You must have this role to modify billing settings for your organization.
  - **Patch Administrator:** This user can create, read, modify, and delete all policies and server groups.
4. Click **Send Invitation**.

**Note:**

- A user who is new to the account will receive an email invitation from Automox support (support@automox.com) that includes a link to create the account.
- An existing user to the account will not receive an email.

## Viewing User Accounts

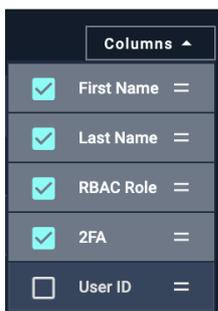
The following information is available from the **User Accounts** page. The columns are not necessarily all shown by default. The columns are sortable.

- Email address
- First name
- Last name
- RBAC role
- 2FA
- User ID (hidden by default)

### Showing All Columns of Data

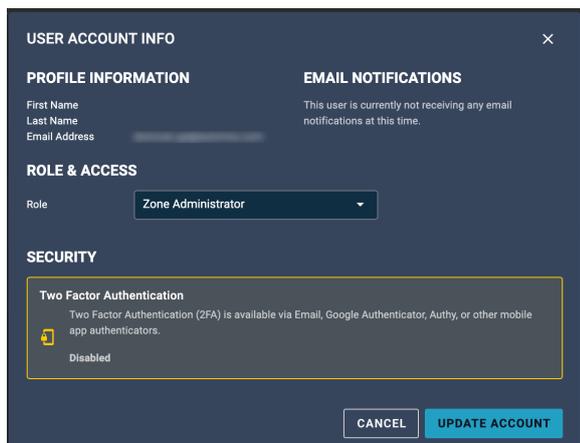
The default setting of the User Accounts table does not show all available columns. You can show more data or rearrange how the columns are presented.

- Click the **Columns** button and select the checkboxes to show or hide columns.
- You can rearrange the order of the data by dragging the columns to the desired position.



## Viewing Details for a User Account

You can view user account information for each user and modify the user role.



**USER ACCOUNT INFO** ×

**PROFILE INFORMATION**

First Name  
Last Name  
Email Address

**EMAIL NOTIFICATIONS**

This user is currently not receiving any email notifications at this time.

**ROLE & ACCESS**

Role: Zone Administrator

**SECURITY**

**Two Factor Authentication**

Two Factor Authentication (2FA) is available via Email, Google Authenticator, Authy, or other mobile app authenticators.

Disabled

CANCEL UPDATE ACCOUNT

Note: You must have Zone Administrator privileges to change the user role for other user accounts within the zone.

1. Click Users.
2. Click the email address of the user you want to view account information for.
3. In the User Account Info dialog box, you can change the user role.
4. You change the user role from the Role drop-down menu. Select a new user role for the account and click **Update Account**. For details about user roles, see [Adding a User Account](#).

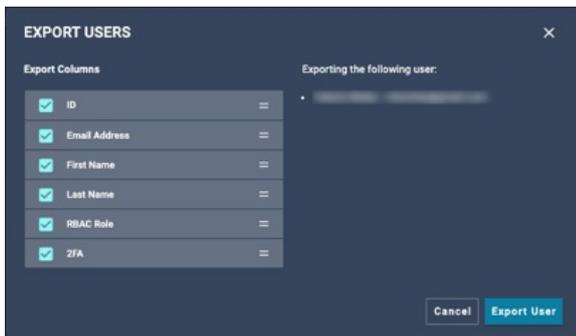
## Viewing Actions

Click the **Actions** button to select from the following options. These are described in the following sections.



### Exporting User Account Details

You can export a CSV list of account details for a user or multiple users in your zone.



1. From the **User Accounts** tab, select the user(s) you want to export information for.
2. Click **Actions > Export User**.
3. In the Export Users dialog box, select the data to be exported or clear the checkbox to not include that information. The following data can be exported:
  - User ID
  - Email Address
  - First Name
  - Last Name
  - RBAC Role
  - 2FA
4. Click **Export User**.

A CSV file is downloaded with the information you have selected.

## Removing a User Account

You can remove a user from your zone.

**Note:** It is not possible to remove a Global Administrator.

1. From the **Users** tab, select the checkbox for the user you want to remove.
2. Click **Actions > Remove User**.
3. In the Remove User window, click **Remove** to confirm.

## Resetting Two-factor Authentication (2FA)

You can reset two-factor authentication for a user or multiple users.

If the user is a member of any zone that requires two-factor authentication (2FA), resetting 2FA for this user will default them to verification through email. If the user is not a member of a zone that requires 2FA, resetting this user will disable 2FA. See [Security](#) for more information.

1. From the **Users** tab, select the checkbox for the user(s) you want to reset 2FA for.
2. Click **Actions > Reset User**.

3. Click **Reset User**.

## Enabling Two-factor Authentication (2FA)

You can enable two-factor authentication for a user

1. From the **Users** tab, select the checkbox for the user(s) you want to enable 2FA for.
2. Click **Actions > Enable User 2FA**.
3. Click **Enable User**.

If users do not already have 2FA enabled, this action will set their 2FA status to email.

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