# How to Add or Edit Users

In the Viewpoint Customer Portal

This document describes the process that Viewpoint Customer Portal Users with an authorization level of **Full** can add or edit other users to support.viewpoint.com. [Other Resources & Events//Viewpoint Customer Portal]
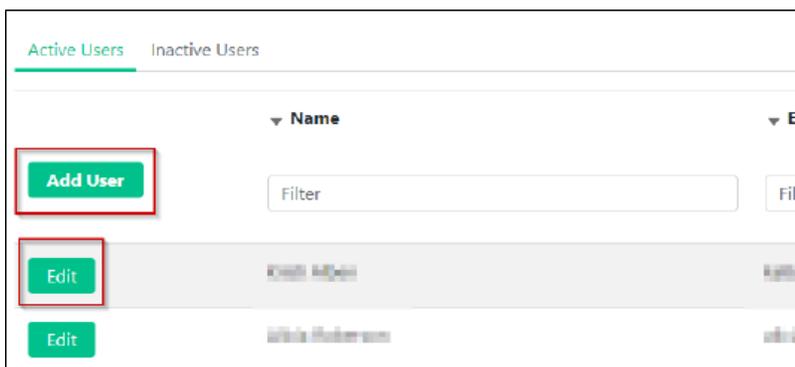
Step 1:

Log into support.viewpoint.com and navigate to the profile icon in the top right, then select "My Users".
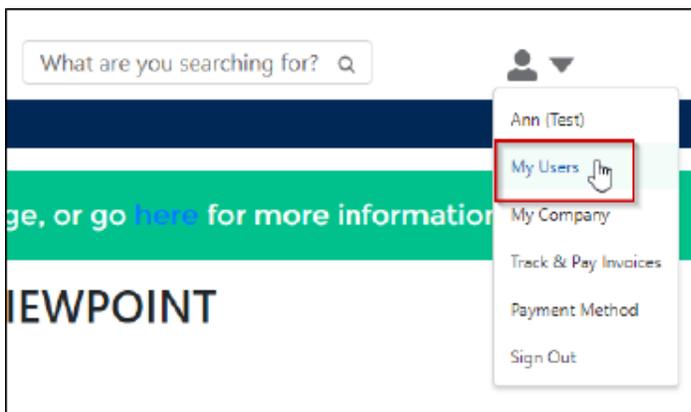
Step 2:

Browse the user grid or use the Filters to locate a user you wish to edit. Click on the Edit button of a user in the grid you want to edit, or if the user does not already exist, click the Add User button.

Step 3:

Please note that, by default, the user grid shows only those users with an assigned authorization level. You can view inactive users by selecting the "Inactive Users" tab. A user with an Authorization level of "Full" can reactivate an inactive user by adding an Authorization Level of FULL, SUPPORT, or WEB.

Available Authorization Levels

- **WEB** - Access to all resources available on support.viewpoint.com, including the KB, Viewpoint Academy, and product Help.
- **SUPPORT** - WEB access and authorization to request assistance from our support teams under the active Software Subscription or Maintenance Contract program.
- **FULL** - Includes WEB and SUPPORT access plus authorization to incur billable charges and update customer information through the "My Company" and "My Users" options in the drop-down menu.
- **NONE** - The user is no longer affiliated with your organization.

CAUTION: Please note that the Viewpoint CRM does not allow users to be deleted for data preservation reasons. To view these users, use the "Inactive Users" tab.

Step 4:

Fill in the user profile form. New users will receive an "Invitation to the Customer Portal " email that will allow them to set up their password. They will also receive a separate "Welcome to the Viewpoint Academy" email that will allow them to set up their password for that system as well.

If you have any questions or problems adding or editing a new user, please contact us by either submitting a support case through support.viewpoint.com, coming into chat, emailing support@viewpoint.com, or calling us at (971) 255-4801.