

# View All Users

Last Modified on 20/05/2020 11:06 am BST

Clicking the "View All Users" link shows a table of all users registered for that firm (including any that may have been set as disabled for any reason).

Attract new protection customers with **WEBLINE PLAY** [Find out more](#)

SYNAPTIC WEBLINE<sup>®</sup>

SYNAPTIC WEBLINE PLAY

SYNAPTIC WEBLINE<sup>®</sup>

Home Quote Track Users Settings Admin Info

## User Options

Manage

### Your account

- > View Your Details
- > Edit Your Details
- > Change Password
- > Log Out

### Other users

- > View All Users

## All Users for Webline Admin

↕ User Name	↕ Status	LogonType	↕ Surname	↕ First Name	IRN	Phone	Email
admin@webline.com	Enabled	Vendor Administrator	Paulsen, Amy	Amy			admin@webline.com
admin@webline.com	Enabled	Vendor User	Paulsen, Amy	Amy			admin@webline.com
admin@webline.com	Enabled	Vendor User	Paulsen, Amy	Amy			admin@webline.com
admin@webline.com	Enabled	1st Line Support	Paulsen, Amy	Amy			admin@webline.com

The first column shows the user name – the administrator may click this and be taken to a new screen with four tabs. The vendor administrator can reset all users' passwords and change their details.

## INDIVIDUAL Amy Paulsen

Details Edit Logon History Reset Password

The next screen defaults to **Details**, which gives a basic summary of the user's details.

## User Details

<b>User ID</b>	101477
<b>Login Type</b>	Vendor Administrator
<b>Webline Firm</b>	1st Line Vendor Admin (022777)
<b>Personal Information</b>	
<b>User Name</b>	[Redacted]
<b>First Name</b>	[Redacted]
<b>Middle Name/Initial</b>	[Redacted]
<b>Surname</b>	[Redacted]
<b>Regulatory Information</b>	
<b>IRN</b>	[Redacted]
<b>Contact Information</b>	
<b>Phone Number</b>	<a href="tel:01217173556">0121 717 3556</a>
<b>Fax Number</b>	[Redacted]
<b>Mobile</b>	[Redacted]
<b>Email</b>	[Redacted]

**Edit** allows you to disable the user account by un-ticking the 'account enabled' box (or re-enable a user by ticking this option). You can also promote or demote the user's status between vendor administrator and vendor user and update contact details.

**User Details** (\* denotes mandatory field)

LogonType: Vendor Administrator

**Account Enabled**

**Regulatory Details**

Individual Reference Number: [Redacted]

**Personal Details**

First Name: [Redacted] \*

Middle Name / Initial: [Redacted]

Surname: [Redacted] \*

**Contact Details**

Phone: 0121 717 3556

Fax: [Redacted]

Mobile: [Redacted]

Email: [Redacted] \*

**Update User**

The third tab **Logon History** shows a list of the recent logons applicable to the user.

This user is enabled for login

Last 16 logons for Amy Paulsen		
02/04/2020 09:28:37	password	Webline .Net Logon Page
02/04/2020 09:09:07	password	Webline .Net Logon Page
02/04/2020 09:08:39	FAILED	Webline .Net Logon Page
30/03/2020 11:33:43	password	Webline .Net Logon Page
30/03/2020 10:50:56	password	Webline .Net Logon Page
27/03/2020 11:46:13	password	Webline .Net Logon Page
25/03/2020 11:57:09	password	Webline .Net Logon Page
12/03/2020 11:53:06	password (ws)	Synaptics
13/02/2020 12:15:37	password (ws)	Synaptics
13/02/2020 10:11:55	password (ws)	Synaptics
13/02/2020 10:11:27	password (ws)	Synaptics
13/02/2020 10:11:24	password (ws)	Synaptics
13/02/2020 10:11:17	password (ws)	Synaptics
13/02/2020 10:10:46	password (ws)	Synaptics
16/01/2020 11:40:48	password (ws)	Synaptics
07/01/2020 11:43:37	password (ws)	Synaptics

The final tab **Reset Password**, allows you to reset the user password or generate a random password, and

select to email this directly to the user.

**Reset password**

Reset password for the user below

User name [redacted]

Name [redacted]

Email address [redacted]

Password [redacted]

or..

Generate random password

Password must contain a minimum of 8 characters, including uppercase, lowercase letters, at least one number and one special character.

Email user password?  Check to email user logon details

**Reset Password**

As of May 2020 - Users are able to reset their own password through the 'Forgot your password' link on the homepage. See video & Articles 'Password Reset' & 'Email Verification & Password Reset' for further information.

---