



Servicebench Admin

Adding Users and Changing User Information

The screenshot shows the Servicebench web interface. At the top, the navigation bar includes 'Home', 'Claims', 'Registrations', 'Reports', and 'Admin'. A red arrow points to the 'Admin' tab. Below the navigation bar, there is a 'Claims' section with a list of statuses: 'In Review', 'Escalated', 'Rejected', 'Approved', 'Submitted', and 'Paid'. To the right of the 'Claims' section is a search bar labeled 'Search by User ID'. Below the search bar is a dropdown menu for 'Admin Main' with a red arrow pointing to the 'Users' option. Other options in the dropdown include 'Clients', 'Service Providers', 'Service Provider Profile', 'Technicians', 'Legacy Transaction Maintenance', 'Service Provider User Roles', 'Service Provider Users', 'Service Provider Locations', 'Market', 'Visual Service Job Configuration', and 'My Trading Partners'. To the right of the dropdown menu is an 'Application Management' section with links for 'Mobile Application' and 'License Management'. Below the dropdown menu is a mobile application interface showing a list of service jobs with details like time, location, and equipment type. At the bottom of the page, there is a 'Product News' section.

From your Home Screen in Servicebench
Go to the **Admin** Tab
From the drop down click on **Users**

Adding New Users

Click on **Create New User**



Users
13

Recent Login

- 1. PEACOCK, SAMANTHA
- 2. FRINK, PAULINE
- 3. Furmage, Kim
- 4. Hudson, Shelly
- 5. CROCKER, JASON

Recently Updated

- 1. FRINK, PAULINE
- 2. PEACOCK, SAMANTHA
- 3. Hudson, Shelly
- 4. Furmage, Kim
- 5. STUBBLEFIELD, LISA

USER ID	LAST NAME ↑	FIRST NAME	LAST LOGIN
+ AMENA BAKER	Baker	Amena	Mar 4
+ VANNESSA BLAIS	BLAIS	VANNESSA	Dec 17, 2020
+ JASON CROCKER	CROCKER	JASON	May 16
+ user	FRINK	PAULINE	9:47 am
+ KFurmage	Furmage	Kim	9:22 am
+ PAULINE GRANT	GRANT	PAULINE	
+ HENDERSHOTT	HENDERSHOTT	MIKE	
+ SHUDSON	Hudson	Shelly	Oct 24
+ ANDY JONES	JONES	ANDY	May 21, 2020
+ LUYSTER	LUYSTER	MIKE	
+ GEORGE MCLAURIN	MCLAURIN	GEORGE	Aug 3, 2018
+ SAMANTHA PEACOCK	PEACOCK	SAMANTHA	10:03 am
+ LISA STUBBLEFIELD	STUBBLEFIELD	LISA	Mar 9, 2021

EXPORT

Create New User +

- Service Providers
 - Service Provider Profile
 - Technicians
 - Legacy Transaction Maintenance
 - Service Provider User Roles
 - Service Provider Users
 - Service Provider Locations
 - Market
 - Visual Service Job Configuration
 - My Trading Partners
- Application Management
 - Mobile Application
 - License Management

Create Service Provider Users

User Details

User ID*

First Name Last Name

Contact Notes

Business Phone Extension Fax Extension

Mobile Phone Extension Home Phone Extension

Other Phone Extension Pager Extension

Email Alternate Email

Access Profile

Time Zone

Preferred Language

User Password

New Password* Re-enter New Password*

Show Password

Password Requirements

- Must not use common single words - We recommend using multiple words, or phrases
- Avoid using straight sequences of letters or numbers e.g., aaaa, 1234
- Minimum password length: 10
- Must contain at least one number
- Must contain at least one capital letter
- Must contain at least one special character
- Cannot contain a space

General User Settings

Inactive Disable Override Disabled

Integration Account Expiration Date

Active Directory Validation Disabled

Service Intelligence Settings

Access Level

Service Provider User Settings

Location

Comments

Comment

Zoom

Mandatory fields:
User ID - will be the user field at log in.

First name and Last name.

Email address
(needed for "forgot password")

You will create new Password.
User will be asked to change password at initial log in.

Click **Save**
User has now been added

Change User Information. Disable or Re-enable User.

Go to **USER ID** or use the **Search by User ID** in the Search Bar

The screenshot displays the Servicebench Administration interface. At the top left, the logo 'servicebench BY osurion' is visible. The top right corner shows '1 Alerts', 'User (OTC - 1855 Warranty Exchange)', and a 'Help' link. A navigation bar includes 'Home', 'Claims', 'Registrations', 'Reports', and 'Admin'. Below this is the 'Administration' section with a sub-menu for 'Users' (13) and 'Clients' (1). A search bar labeled 'Search by User ID' is on the right, with a red arrow pointing to it. The main content area features a table of users with columns for 'USER ID', 'LAST NAME', 'FIRST NAME', and 'LAST LOGIN'. A red arrow points to the 'USER ID' column. On the left, there are summary cards for 'Users' (13), 'Recent Login' (listing 5 users), and 'Recently Updated' (listing 5 users). On the right, a sidebar contains a 'Create New User' button and a list of menu items under 'Service Providers' and 'Application Management'.

Users
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↓ EXPORT

Search by User ID

Create New User +

Service Providers

- Service Provider Profile
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[Save](#) [Create New](#) [Zoom](#)

Make any information Changes

After a user has been added they cannot be removed.

They can be disabled.

If user has failed too many logins, they will be disabled and must be reset by administrator.

Click **Save**
User has now been updated