

Managing User Accounts Individually in SkyConnect

Understanding Class of Service or COS

Every user has a Class of Service or COS attached to it. This class of service determines the behavior of the system for the user.

SkyConnect Class of Services

skyconnectusercos	<p>A user with the skyconnectusercos class of service is a user who has access to all the SkyConnect applications.</p> <p>This is the class of service to be used when adding users to your domain after the domain is live on SkyConnect.</p>
skyconnectadmincos	<p>A user with skyconnectadmincos class of service has admin privileges and will have access to the Admin Panel in addition to all the other SkyConnect applications.</p> <p>This class of service should be used when adding an admin user after the domain is live on SkyConnect.</p>
prevsystemusercos	<p>Users with the prevsystemusercos class of service instructs the application to deliver all messages for this user to the existing mail server hosting the domain.</p> <p>All users provisioned on the domain before Go Live should have this class of service. (With the exception of test or new users, who will have the skyconnectusercos or skyconnectadmincos class of service).</p> <p>During the Go live, this class of service should be changed to either skyconnectusercos or skyconnectadmincos.</p>
catchall_cos	<p>This is a system value and should not be used.</p>
system_default_users	<p>This is a system value and should not be used.</p>

Add Users one at a time

1. Log in to the Admin Panel. From the left pane, select the domain from the list of domains. Click the **Users** option. The middle pane will show the list of users in the domain.
2. From the middle pane, click the **Add User** icon.
3. On the Add users window, provide the **User Name**, **User Password**, and **Class of Service/COS** (<https://docs.mithi.com/home/how-to-provision-users-and-update-user-properties-one-at-a-time-in-skyconnect#understanding-class-of-service-or-cos>). Click the + sign to enter the record. Repeat the steps to add more users.

4. **Continue** to validate the input and add the users.
5. For a newly added user, set the following properties with the steps mentioned in the section **Update User's properties**.
 - a. **First name & last name:** These are used to automatically generate the display name for the user.
 - b. **Alternate Email id or Company mobile number:** Either of these properties is required for the Forgot Pass application to work.
 - c. **Alias IDs:** Add the alias ids of the user.

Update User's properties

1. Log in to the **Admin Panel**. From the left pane, select the **domain** from the list of domains. Click the **Users** option.
 2. The middle pane will show the list of users in the domain. To search for a user, enter the user id in the **Quick search box** on the top of the middle pane and click on the **Search icon**.
 3. The search results are shown in the list. Click on the **user** to show the user properties in the right pane.
 4. The right pane organizes all user properties in different sections such as **Account Information, Password, Archive, etc.**
 5. Click on a section to expand and show all the properties in the section.
 6. Update the required property
 7. Click on **Save** in the bottom right corner.
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