

# Manage users

## Create a new user account

To participate in a CollabNet TeamForge site, a person must have a user account on that site. CollabNet TeamForge administrators can create these user accounts.

**Note:** If your CollabNet TeamForge installation authenticates against an LDAP directory, CollabNet TeamForge administrators cannot create new user accounts. On a site with LDAP authentication, each user must log into CollabNet TeamForge using his or her LDAP user name and password.

1. Click **Admin** in the site navigation bar.
2. On the site administration navigation bar, click **Users**.
3. On the *Create User* page, enter a user name for the user.

**Note:** Your user name must meet these criteria:

- 1 to 31 characters.
  - Only alphanumeric characters.
  - No spaces.
  - At least one letter.
  - The first character is a letter.
4. Enter and confirm a password for the user.
  5. Enter the user's full name and email address.

**Note:** Unlike with user self-registration, the email address is not validated before creating the account.

6. Choose a user type.
  - An SCM license enables the user who holds it to use the core TeamForge source-code management tools.
  - An ALM license enables the user who holds it to use the full range of TeamForge features: both the core source-code management tools and the extended application lifecycle management functionality.
7. Choose a user type.
  - **CollabNet TeamForge administrator** - Administrators have unlimited access to all data in CollabNet TeamForge .
  - **Restricted user** - Restricted users can only access projects of which they are members.

You can choose only one user type for each user.

**Note:** If you do not select **Restricted user**, the user will be unrestricted. Unrestricted users can access all projects that have not been made private by a project administrator.

8. To send a welcome message to the user, select **Send Welcome Message**.
9. Click **Create**.

The user account is created.

## Create a user group

To manage multiple users at once, create a group that represents them.

1. Click **Project Admin** in the project navigation bar.
2. On the Site Administration page, click **Groups**.
3. Click **Create** and provide a name for the group and a description of its purpose.
4. Click **Create**.

## Add a user to a user group

Put together multiple users who share characteristics in a user group.

**Note:** A user's license type affects what the user can see and do on your site. A user's license type supersedes any group assignments. Ask your site administrator how many licenses of each kind are available for your users.

1. Click **Project Admin** in the project navigation bar.
2. On the *Site Administration* page, click **Groups**.
3. Under **Groups**, click the group to which you want to add the user.
4. On the Edit Group page, click **Add**.
5. Use the picker to move users into the group, and click **OK**.
6. Click **Return**.

## Find a user

To find a user, filter the list all CollabNet TeamForge users on your site.

1. Click **Admin** in the CollabNet TeamForge navigation bar.
2. On the site administration navigation bar, click **Users**.
3. On the *Users page*, click **Show** to reveal the filter field at the top of each column.
4. Filter the user list using one or more filter menus.

**Note:** Search text is case-insensitive.

5. Click **Apply**.

All users meeting your filter criteria are displayed.

## Edit a user account

When a user has trouble accessing the site, you may need to reset the user's password or change the user's account status.

**Note:** If your CollabNet TeamForge site uses LDAP for single-sign-on, passwords must be reset in the LDAP system, not on the Web administration pages. Ask your system administrator for help.

**Important:** To avoid disasters, TeamForge makes it impossible to delete or deactivate the TeamForge admin account. You also can't remove the TeamForge admin flag or mark the admin user as a restricted user.

1. Click **Admin** in the site navigation bar.
2. On the site administration navigation bar, click **Users**.
3. On the **All Users** list, click the name of the user whose account you want to edit.
4. On the *User Details* page, click **Edit**.
5. On the *Edit User Information* page, make your changes and click **Update**.

## Change multiple user accounts

A CollabNet TeamForge administrator can update characteristics of multiple users simultaneously.

For example, if you need to give some users full access to the site tools, but you don't have enough ALM licenses for all of them, you may want to switch some users to SCM licenses. You can do this in a batch instead of individually editing each account.

**Important:** In the case of CollabNet TeamForge admin accounts, you cannot make any of these edits:

- Delete the account.
- Change the account status to anything but active.
- Remove the CollabNet TeamForge admin flag.
- Mark it as a restricted user.

1. Click **Admin** in the site navigation bar.
2. On the site administration navigation bar, click **Users**.
3. On the *Users* page, select the users whose status you want to edit.
4. Click the desired status change.

### **Change License Type to**

Change the users' license to ALM or SCM. This determines which tools the user can access on the site.

### **Delete**

Deleted users are removed from all projects. All assigned items are removed from the user. Deleted users do not count against your CollabNet TeamForge license count.

### **Deactivate**

Deactivated users cannot log in to CollabNet TeamForge and do not receive notification messages, but they remain members of projects and selection lists.

### **Activate**

Active users have full use of CollabNet TeamForge , subject to RBAC permissions.

## Reset the admin account password

If your CollabNet TeamForge installation authenticates against an LDAP directory, follow these instructions to reset your admin account password.

If your installation does not validate against LDAP, click **Forgot Your Password** on the CollabNet TeamForge home page to reset the password for the admin account.

1. With a web browser, go to the URL `http://<host>sf/sfmain/do/forgotAdminPassword`.
2. On the *Admin Account Password Retrieval* page, Click **Send Email**. CollabNet TeamForge sends an email to the address specified for the admin user.
3. Check your email and click the link provided to reset your password.
4. On the *Reset Password* page, enter and confirm a new password.
5. Click **Reset Password**.

You can now log into CollabNet TeamForge with your new password.