

Users

- [Default Users](#)
- [Creating a New User](#)
 - [Personal](#)
 - [Contact](#)
 - [Roles](#)
 - [Competencies](#)
 - [Teams](#)

Each new user that is created will need to be assigned roles, permissions and teams to define their position within Moogsoft AIOps.

Further information such as personal details, contact details and competencies can also be added for each user.

← System Settings / Users

Administrator (admin)
Moog (anon)
Graze API User (graze)
System Owner (super)
1 human (user1)
10 autobot (user10)
11 autobot (user11)
12 days (user12)
2 human (user2)
3 human (user3)
4 human (user4)
5 human (user5)
6 human (user6)
7 autobot (user7)
8 autobot (user8)
9 autobot (user9)

PERSONAL CONTACT ROLES COMPETENCIES TEAMS

USERNAME: admin
FULL NAME: Administrator
PASSWORD:
CONFIRM PASSWORD:
PRIMARY GROUP: All
DEPARTMENT: Support
TIMEZONE: (GMT 00:00) Europe/London - Greenwich Mean Time
ACTIVE:
SESSION TIMEOUT: USE ROLE TIMEOUT (60 MINUTES) CUSTOM TIMEOUT 60 MINUTES
REVERT CHANGES SAVE CHANGES

Click the  icon to show or hide inactive users in the column to the left side of the Users window.

Default Users

By default there are four predefined users: 'System Owner', 'Administrator', 'Moog' and 'Graze API User'. These have the following roles:

User	Role
System Owner	Super User
Administrator	Super User
Graze API User	Grazer
Moog*	Super User

***Please note:** The 'Moog' is a non-interactive user account that is used by the system for unassigned Alerts and Situations

Creating a New User

To create a new user, click the  **Add** button in the bottom left corner and fill in the fields under each tab as required:

Personal

Field	Input	Description
Username	String Mandatory	The user's login name (up to a maximum of 32 characters)
Full name	String	The full name of the user. This can be the user's first name and surname
Password*	String	An alphanumeric password of the user's choice*
Confirm Password	String	A confirmation of the chosen alphanumeric password
Primary Group	End-User All Compute Network Applications Database Storage Desktop Cloud Other	The Primary Group indicates the user's area of expertise
Department	-	The Department indicates where the user's knowledge may be helpful
Timezone	-	This can be used to select a timezone for the user, if it is different to the one from the Moogsoft AIOps system
Active	Boolean	This indicates if the user is active or not
Session Timeout • Use Role Timeout	-	The role timeout is default time of 60 minutes (an hour). After which time a user's session will be logged out
Session Timeout • Custom Timeout	Integer	The custom timeout is the user-defined time in which the user's session will be logged out. This can be anything between the minimum of 60 minutes (an hour) to eight hours.

*If no password is entered then the user will be created as an LDAP user

Please note: 'Username' and 'Primary Group' are both mandatory so must be populated before the user can be created

Contact

Field	Input	Description
Email	String	The email address of the user

Contact Number	String	A contact number for the user <div style="border: 1px solid red; padding: 5px;">Please note: The contact number must start with a '+' and the country code. E.g. +1 for US, +44 for UK, +61 for Australia etc.</div>
Twitter	String	The user's Twitter account name/link

Roles

Field	Description
Available	Super User, Manager, Administrator, Operator, Customer, Grazer, REST LAM Sender

You can multi-select roles by holding Shift or Cmd () and clicking multiple roles. See [Roles](#) for more information on the various roles and their corresponding permissions.

If the list is long, type in the search box above to narrow the list, and then click '>' to set the roles for the user.

Control	Description
>	This will add any selected roles
>>	This will add all roles
<	This will remove any selected roles
<<	This will remove all selected roles

Please note: This entry is mandatory so each user must be assigned at least one role before it can be created

Click the **Show roles with graze_login permission** button to show all roles that can login to the [Graze API](#).

Competencies

Field	Description
Available	Generic (unclassified), Unix (Unix servers), SunOS (Sun Unix servers), Cisco (Cisco servers), SAP (SAP Application Suite), EMC (SAN devices from EMC) and Netapp (NAS devices from Netapp)

Competencies are useful for identifying the best user or team member to assign to Situation. E.g. A Situation with Alerts stemming from a Cisco Server issue should be assigned to users with 'Cisco' listed under their competencies.

Teams

Finally add the user to any teams you would like them to be part of.

Field	Description
Available	The available teams will depend on how your system has been configured

There will be no teams set up by default. Please see [Teams](#) for more information.

When you have finished, click **Save Changes** to create the User.