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User Management

Updated 14 September 2026

What User Management Does

User Management in GCXONE controls who can access the platform, what they can see, and which entities they can interact with. Every user is scoped to a tenant and inherits access from their assigned role — with the option to override or extend that access per user without modifying the shared role.

Why It Matters

Without properly configured users, operators may see entities they shouldn't, or be blocked entirely. User Management ensures the right people have the right access — and that access is immediately revocable when needed.

How It Works

Prerequisites: Complete your role structure before inviting users. See Roles & Permissions.

Inviting a New User

Open Settings (the gear icon at the bottom of the left-hand sidebar) → Users → + Invite New User.

The invite form has three sections:

- Personal Information — optional photo upload, First Name*, Last Name*, Email Address*, Phone Number.
- Address Information — Street Name, Building Number, Zip Code, City, Country (all optional).

- Account Settings — Genesis Role* and GCXONE Role* (two separate required role dropdowns — a user needs both), Customer Group, Session Timeout in minutes (default 30, range 30–1440), Enable Partner Login toggle, Enable Multi-Factor Authentication toggle.

Invite New User

Click Send Invitation.

What email the invited address gets depends on whether it already has an NXGEN account: a new email address gets two emails ("Email Verification GCX One Application" to confirm the address, then "Reset Password Link for the nxgen Application" to set a password), while an email that already has an NXGEN account (e.g. an existing user added to a second tenant) gets a single "Welcome to NXGEN – Access to

[Tenant] Granted!" email telling them to sign in with their existing password. Either way, the user's status shows Active immediately.

Entity access (which customers/sites/devices the user can see) is not set on this form — configure it after the user exists, in Configuring Entity Access Per User below.

Configuring Entity Access Per User

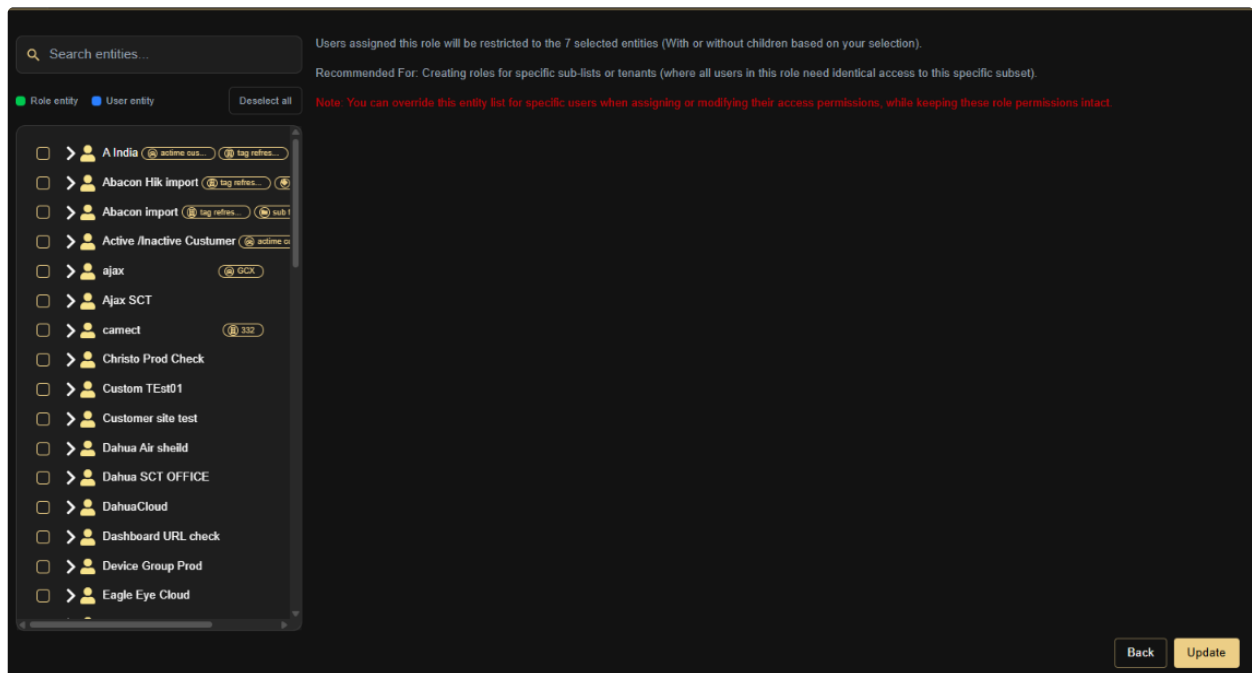
A user inherits entity access from their assigned role. You can override or extend this per user without modifying the shared role.

Navigation: Settings → Users → [User] → Actions (⋮) → Edit User Entities

- **Override** — Replaces the user's role-inherited entity access entirely. Example: Operator role grants Customer A. Override with Customer B → user can only see Customer B.
- **Merge** — Adds entity access on top of what the role grants. Example: Operator role grants Customer A. Merge in Customer B → user can see both. Use for temporary cross-coverage or one-off access.

Enable **Include Children** on a parent entity to automatically include all of its current and future sub-entities, instead of selecting them one by one.

The dialog also has a **Select Entity Group** dropdown to apply a saved group of entities in one step instead of hand-picking them in the tree view — entity groups are managed separately under Settings → Entity Groups.



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Best Practice: Prefer Merge over creating a new role when the access requirement is temporary or user-specific. Use Override only when you need to fully restrict to a different entity set.

Editing an Existing User

1. Navigate to Settings → Users.
2. On the user's row, open Actions (⋮) → Edit User.
3. The same fields as the invite form open pre-filled: photo, name, email, phone, address, Genesis Role, GCXONE Role, Customer Group, Session Timeout, Partner Login, and MFA.
4. Click Update User. Changes take effect immediately — the user's next action reflects the new access.

Edit User

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Personal Information

BS

Upload Photo

Recommended: Square image, at least 200x200px

First Name *

Last Name *

Email Address *

Phone Number

Address Information

Street Name

Building Number

Zip Code

City

Country

Account Settings

Genesis Role *

GCXONE Role *

Customer Group

Session Timeout (minutes)

CANCEL

UPDATE USER

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Multi-Factor Authentication Setup

When **Enable Multi-Factor Authentication** is toggled on for a user — whether at **invite** or via **Edit User** — that user is prompted to set up MFA the next time they log in. The **Secure Your Account** screen asks them to scan a QR code with their preferred authenticator app, then enter the resulting one-time code to continue.

Invite New User

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Personal Information

AA

Upload Photo

Recommended: Square image, at least 200x200px

First Name *

Last Name *

Email Address *

Phone Number

📞 ▼

Address Information

Street Name

Building Number

Zip Code

City

Country ▼

Account Settings

Genesis Role *

GCXONE Role *

Customer Group ▼

Session Timeout (minutes)
30 ⓘ

☐ Enable Partner Login

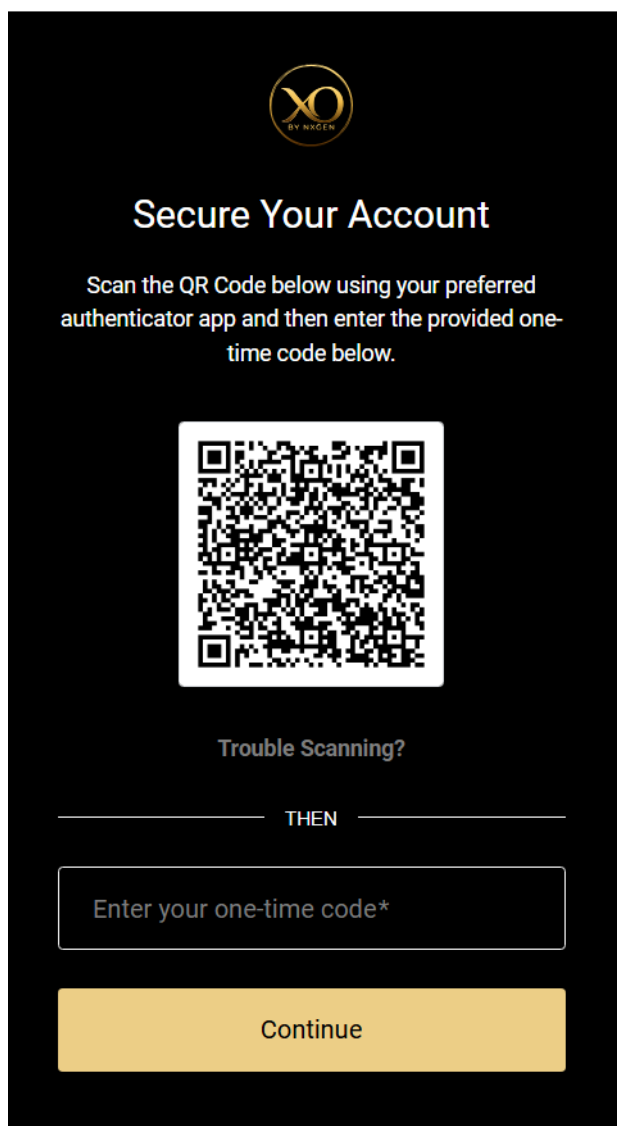
☒ Enable Multi-Factor Authentication

Please fill in all required fields

CANCEL

SEND INVITATION

Invite New User dialog with Enable Multi-Factor Authentication toggle highlighted



Secure Your Account QR code setup screen

Remove User

1. Settings → Users → [User] → Actions (⋮) → Remove User. This runs immediately with no confirmation step — the user disappears from the User List as soon as you click it. Double-check you have the right row selected first.

Key Capabilities

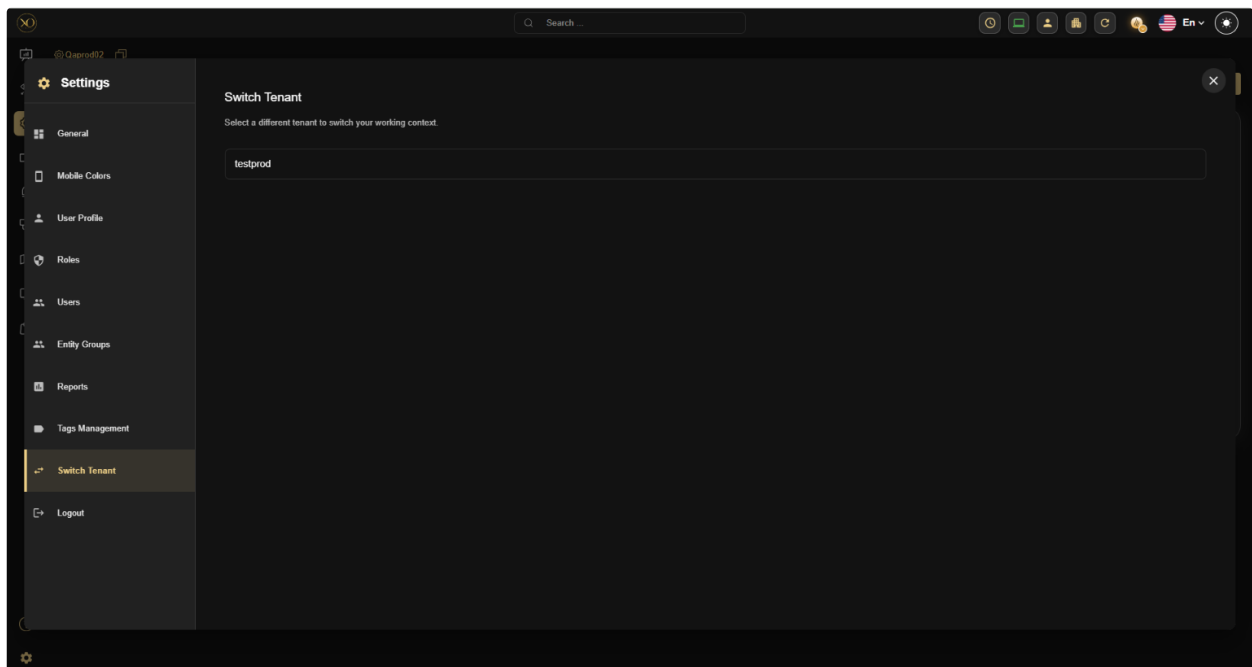
User Status Reference

The Status column in the User List shows Active (green) for most users, or Inactive (red) for a user blocked from logging in. A newly invited user shows Active immediately, even before they've verified their email or set a password.

Multi-Tenant User Management

Users are scoped per tenant. A user in Tenant A has no visibility into Tenant B unless a separate account is created in Tenant B.

To switch tenants as an admin: Settings → Switch Tenant.



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Real-World Use Cases

- A new operator joins the team — admin invites them, assigns the Operator role, and they're operational within minutes.
- An Operator needs temporary access to a second site during staff shortage — admin uses Merge instead of creating a new role.
- A departed employee's access is revoked instantly via Remove User.

Best Practices

- Always complete role configuration before inviting users — a user with no role lands on a blocked screen.
- Use Merge for temporary or user-specific access rather than creating one-off roles.
- Remove User has no confirmation step — confirm you have the right row before clicking it.