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Managing Users

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What Managing Users Does

Once users are onboarded, administrators can modify their access, permissions, and entity visibility as their responsibilities evolve. All user management is done from Settings → Users.

Why It Matters

User access that isn't maintained becomes a security risk. Operators who change roles, leave the organization, or take on new sites need their access updated immediately — Managing Users ensures access always reflects current responsibilities.

How It Works

Each user in GCXONE has two layers of access control:

- Role — Defines what the user can do (privileges and module access).
- Entity Access — Defines which customers, sites, devices, and sensors the user can see.

Both can be updated independently at any time. Changes take effect immediately — the user may need to refresh their browser to see updates.

Key Capabilities

Viewing and Searching Users

Navigate to Settings → Users. Use the search bar to find a user by name or email.

Editing a User

1. Locate the user in the Users table.
2. Click the Actions (⋮) menu next to the user.
3. Select Edit User.
4. Update any of the following fields:

- Photo
- First Name and Last Name
- Email Address
- Phone Number
- Address Information
- Genesis Role
- GCXONE Role
- Customer Group
- Session Timeout
- Enable Partner Login
- Enable Multi-Factor Authentication

1. Click Update User to save changes.

Phone number fields preserve the country code and phone number values.

Editing User Entity Access

1. Click the Actions (⋮) menu next to the user.
2. Select Edit User Entities.
3. Use the entity tree to assign or remove customers and sites.

4. Choose Override or Merge mode:

- Override — Replaces the role-level entity access entirely with your custom selection.
- Merge — Adds your selection on top of the existing role-level entities.

1. Enable Include Children on parent entities to automatically include all current and future sub-entities.
2. Click Submit to save.

Removing a User

1. Click the Actions (⋮) menu next to the user.
2. Select Remove User.
3. Confirm the action.

> Note: Removing a user permanently deletes their record from the platform. This action cannot be undone. For temporary access removal, consider restricting their role or entity access instead.

Real-World Use Cases

- An operator is promoted to admin — their role is updated in under a minute and changes take effect immediately without re-inviting them.
- A new site is added to a customer — admin uses Merge mode to add the site to the relevant operators' entity access without touching their existing permissions.
- A team member leaves — admin removes their access immediately from the Users table and confirms during the next quarterly audit that no inactive accounts remain.

Best Practices

- Quarterly Audits — Review your user list every 3 months. Remove or restrict access for users who are no longer active.

- Offboarding — Remove user access immediately when a team member leaves the organization.
- Avoid Shared Accounts — Never share a single login between multiple people, as this destroys the audit trail.

Additional Details

Troubleshooting

User Cannot See a Site or Camera Check their entity access via Edit User Entities. Ensure the relevant site or customer is selected with Include Children enabled.

Permission Changes Not Reflected Changes take effect within 5 seconds. Ask the user to refresh their browser tab.

User Locked Out Remove and re-invite the user if they cannot reset their password through the standard flow.