

User Management - How to create and manage Users?

This guide is also available as a video. Click the link below to watch:

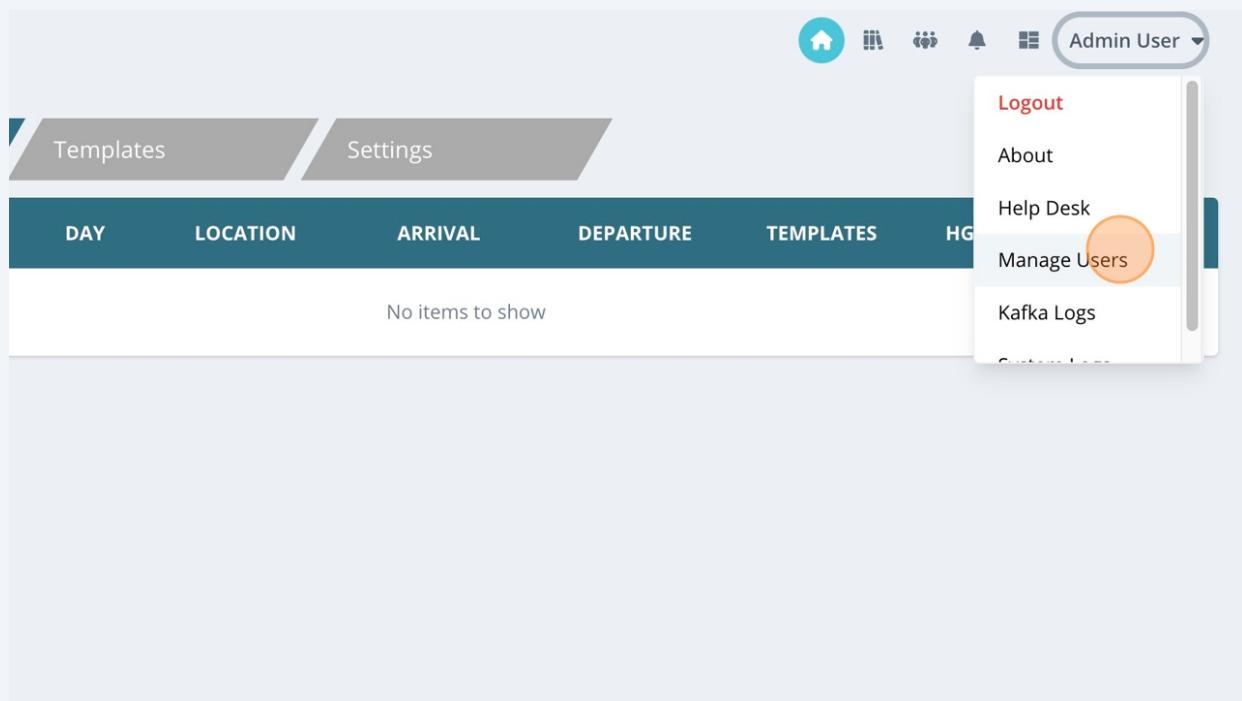
scribehow.com/embed-preview/User_Management_Ho...

This guide provides step-by-step instructions on how to create and manage users in GO by Spark. It explains how to navigate to the user management section, create a new user, set permissions, and share a recovery key. Anyone who needs to create and manage users in GO by Spark will find this guide helpful.

- 1 Navigate to GO URL.

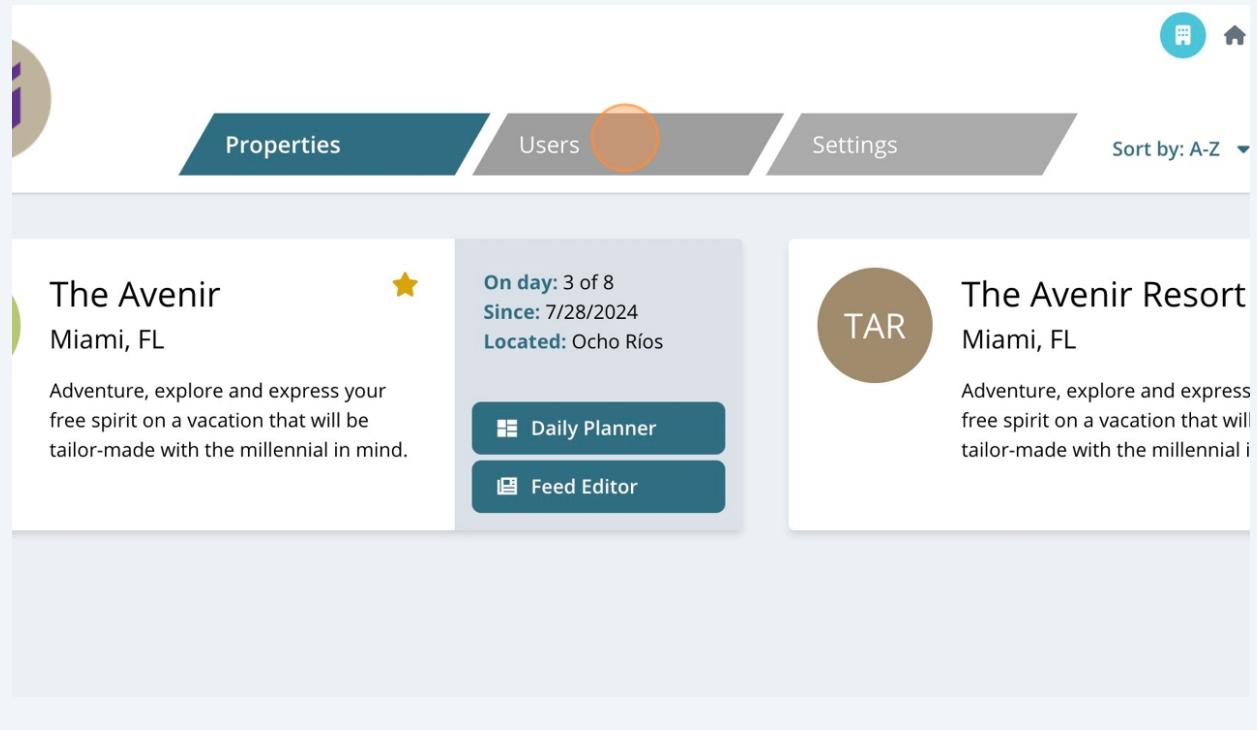
Depending on the version, the "Users management" can be found:

Within the user options: Click the user name and then click "Manage Users".



2 Or,

As a tab: Click on "Users" to access this functionality.



The Avenir
Miami, FL

Adventure, explore and express your free spirit on a vacation that will be tailor-made with the millennial in mind.

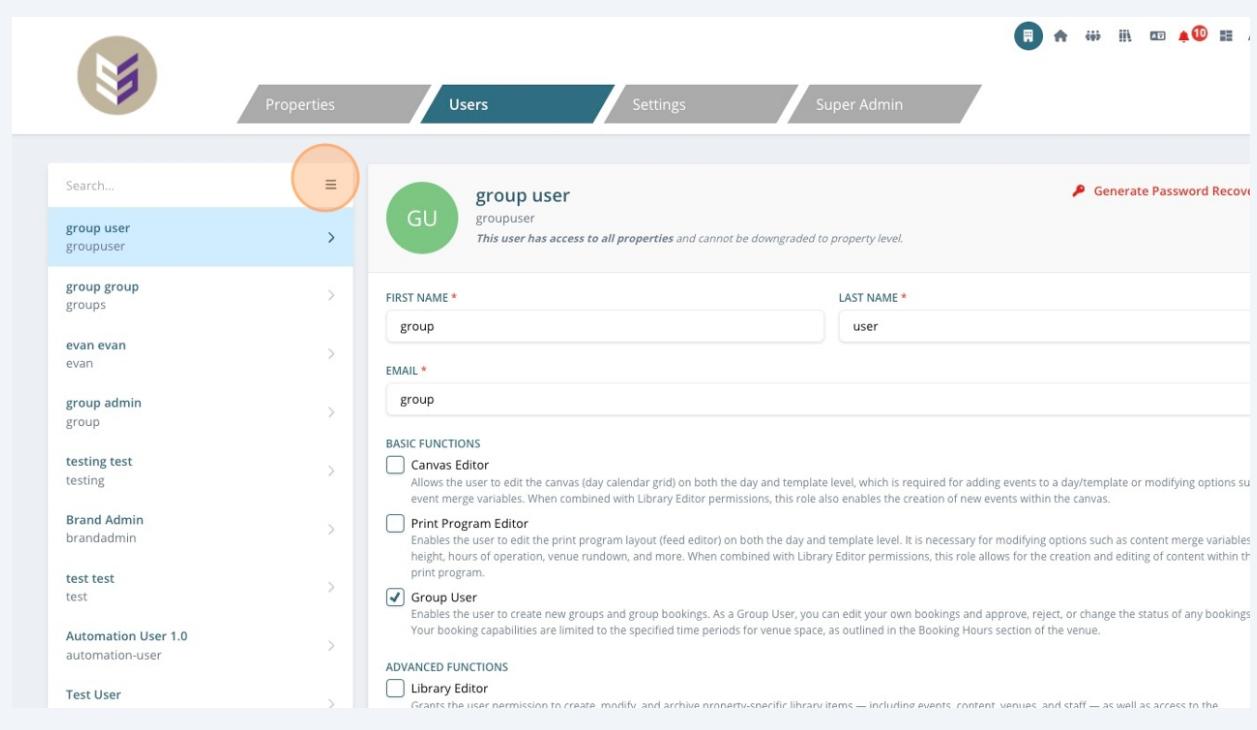
On day: 3 of 8
Since: 7/28/2024
Located: Ocho Ríos

Daily Planner
Feed Editor

The Avenir Resort
Miami, FL

Adventure, explore and express free spirit on a vacation that will tailor-made with the millennial i

3 Click this icon to create a new user and/or export the users as a CSV file.



group user
groupuser

group group
groups

evan evan
evan

group admin
group

testing test
testing

Brand Admin
brandadmin

test test
test

Automation User 1.0
automation-user

Test User

group user
groupuser

This user has access to all properties and cannot be downgraded to property level.

FIRST NAME *
group

LAST NAME *
user

EMAIL *
group

BASIC FUNCTIONS

Canvas Editor
Allows the user to edit the canvas (day calendar grid) on both the day and template level, which is required for adding events to a day/template or modifying options such as event merge variables. When combined with Library Editor permissions, this role also enables the creation of new events within the canvas.

Print Program Editor
Enables the user to edit the print/program layout (feed editor) on both the day and template level. It is necessary for modifying options such as content merge variables, height, hours of operation, venue rundown, and more. When combined with Library Editor permissions, this role allows for the creation and editing of content within the print program.

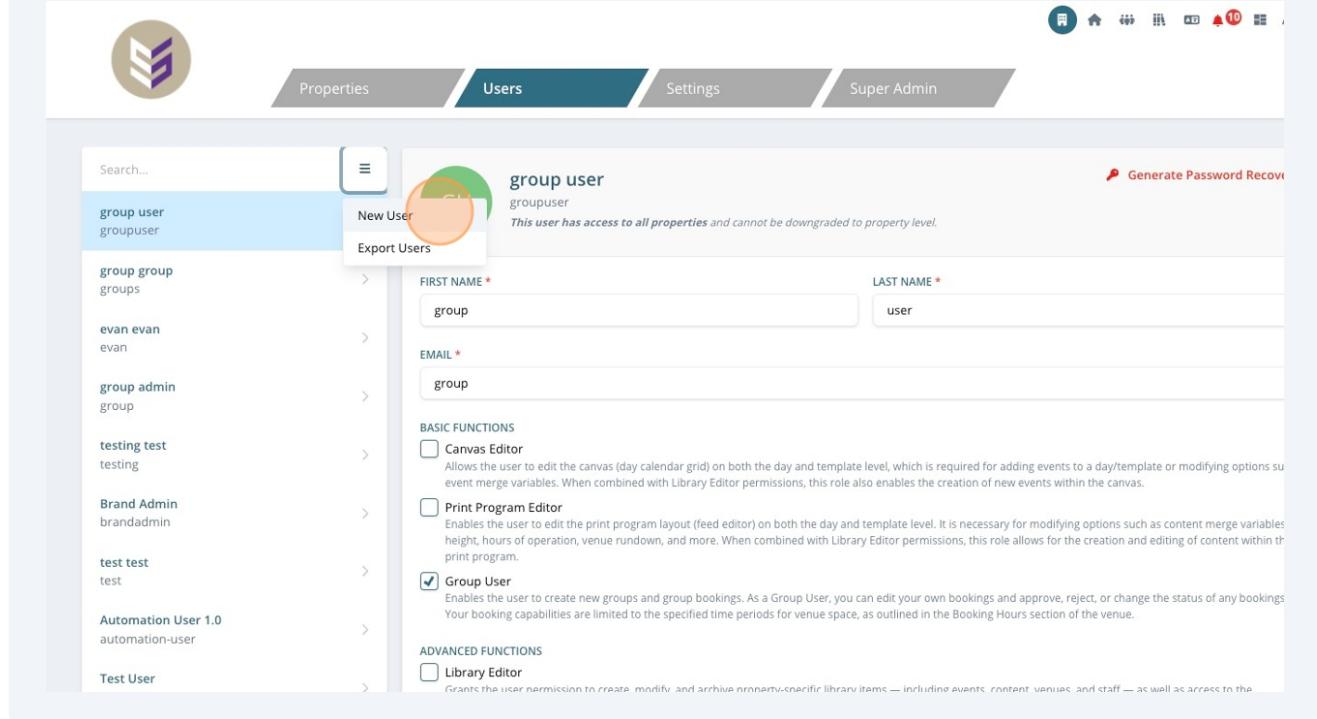
Group User
Enables the user to create new groups and group bookings. As a Group User, you can edit your own bookings and approve, reject, or change the status of any bookings. Your booking capabilities are limited to the specified time periods for venue space, as outlined in the Booking Hours section of the venue.

ADVANCED FUNCTIONS

Library Editor
Grants the user permission to create, modify, and archive property-specific library items — including events, content, venues, and staff — as well as access to the

4

- Click "New User" to create a new user.
- Click "Export Users" to export the users as a CSV file.

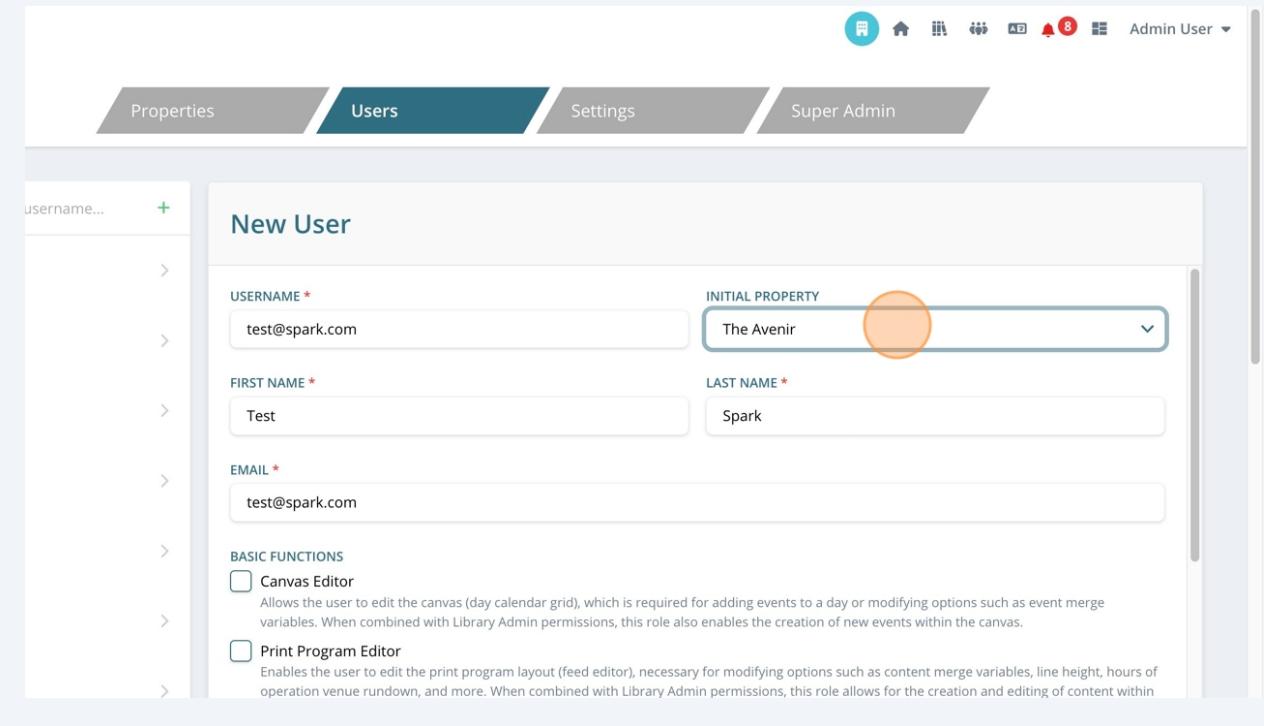


The screenshot shows the 'Users' section of a software interface. A 'New User' dialog box is open, prompting for 'FIRST NAME *' (group), 'LAST NAME *' (user), and 'EMAIL *' (group). The 'group user' role is selected, with a note: 'This user has access to all properties and cannot be downgraded to property level.' On the left, a sidebar lists user profiles: 'group user' (groupuser), 'group group' (groups), 'evan evan' (evan), 'group admin' (group), 'testing test' (testing), 'Brand Admin' (brandadmin), 'test test' (test), 'Automation User 1.0' (automation-user), and 'Test User'. The top navigation bar includes 'Properties', 'Users' (selected), 'Settings', and 'Super Admin'.

5 For this guide, we clicked "New User".

After, complete the fields as shown in the example below.

Also, make sure that the property is selected correctly.



The screenshot shows a user interface for creating a new user. At the top, there are tabs: Properties, Users (which is selected and highlighted in teal), Settings, and Super Admin. Below the tabs, there is a sidebar on the left with a list of properties and a 'New User' button. The main area is titled 'New User' and contains fields for USERNAME, FIRST NAME, EMAIL, and LAST NAME. The 'INITIAL PROPERTY' dropdown is highlighted with an orange circle. The dropdown shows 'The Avenir'. Below the dropdown, there are sections for 'BASIC FUNCTIONS' with checkboxes for 'Canvas Editor' and 'Print Program Editor', each with a detailed description.



Please note that after creating the user, if the selected property is incorrect, you will need to delete the user and create a new one with the correct property.

To delete, simply click "Delete User" at the bottom of the page.

6 Each permission includes a brief description—carefully review them and check the appropriate boxes to assign the user's permissions.

Test User
paula test user

New User
newuser

QA Venue Owner
qa-venueowner

QA Admin User
qa-adminuser

QA Basic User
qa-basicuser

QA Group Admin
qa-groupadmin

QA Ship Admin
qa-shipadmin

QA Feed User
qa-feeduser

test@spark.com

FIRST NAME *

Test

EMAIL *

test@spark.com

BASIC FUNCTIONS

Canvas Editor

Allows the user to edit the canvas (day calendar grid), which is required for adding variables. When combined with Library Admin permissions, this role also enables the print program.

Print Program Editor

Enables the user to edit the print program layout (feed editor), necessary for modifying operation venue rundown, and more. When combined with Library Admin permissions, this role also enables the print program.

Group User

Enables the user to create new groups and group bookings. As a Group User, you can view the status of any bookings. Your booking capabilities are limited to the specified time period for the venue.

ADVANCED FUNCTIONS

7 Add one or more venues here if the user is a venue owner.

It is possible to search by typing the venue name or using the scroll up/down option. To select the venue, simply click on the venue name.

Brand Admin

Allows the user the ability to manage brand settings and brand library items when used in conjunction with Library Admin permissions. This includes the ability to edit attributes, levels, highlights, day themes, group types, meal periods, etc. These edits can be applied to multiple brands at once.

MISCELLANEOUS

View Only

Provides the user with viewing access only, removing all editing capabilities and overriding all other permissions.

Super Admin

Allows the user full access and the ability to override all other permissions.

GROUP VENUE APPROVAL LIST

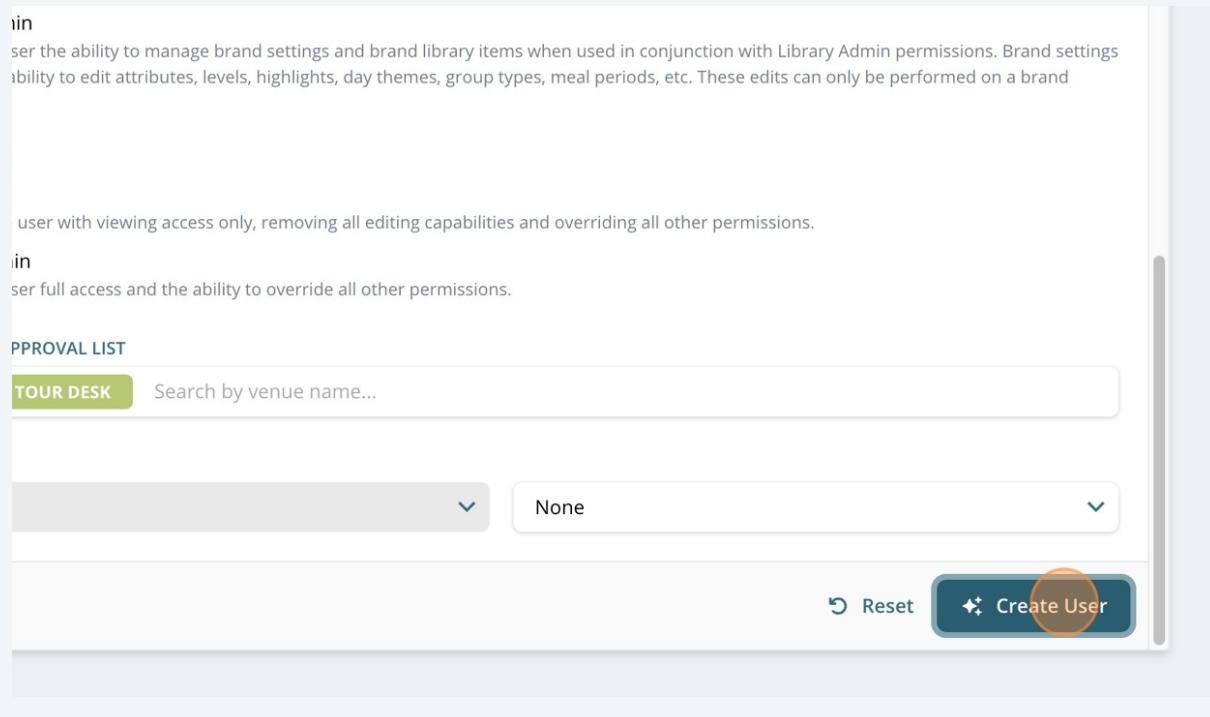
Search by venue name...

Reception, Tour Desk

Azul Restaurant

Boutique

8 Click here to finish creating a user.



user with viewing access only, removing all editing capabilities and overriding all other permissions.

user with full access and the ability to override all other permissions.

APPROVAL LIST

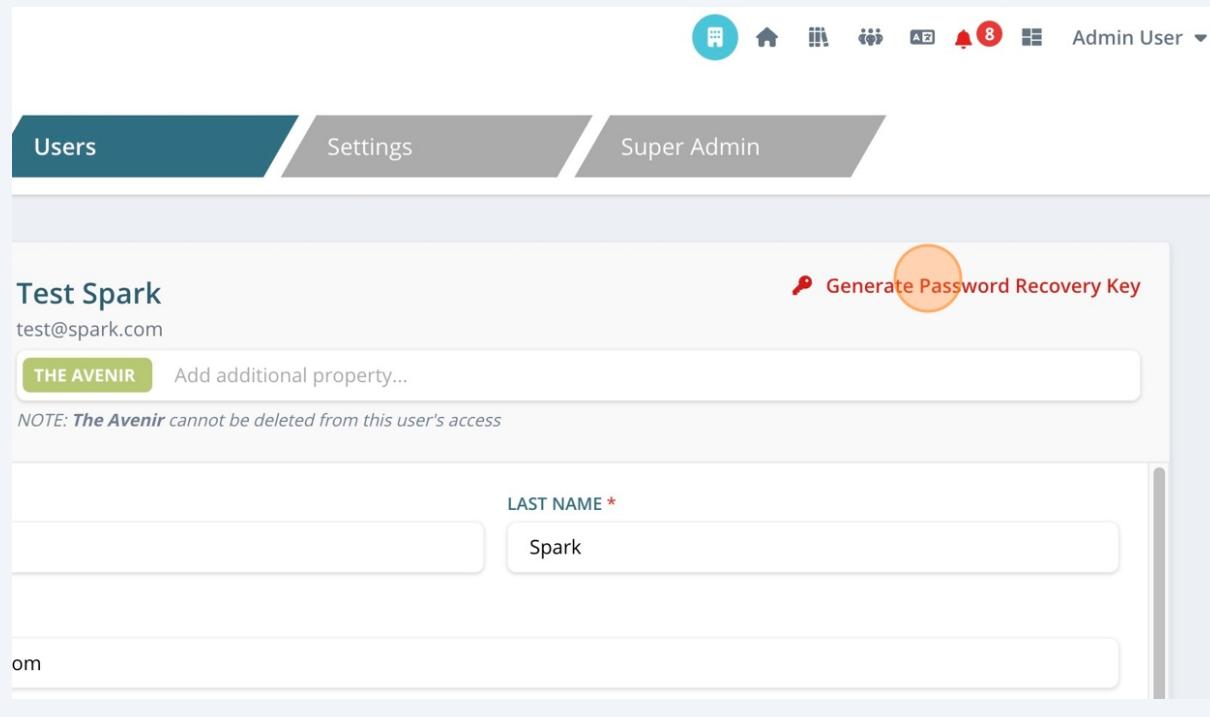
TOUR DESK Search by venue name...

None

Reset Create User

9 After creating the user, it is necessary to share a recovery key so that the user can create their unique password.

Click "Generate Password Recovery Key" to obtain the code.



Admin User

Users Settings Super Admin

Test Spark test@spark.com

Generate Password Recovery Key

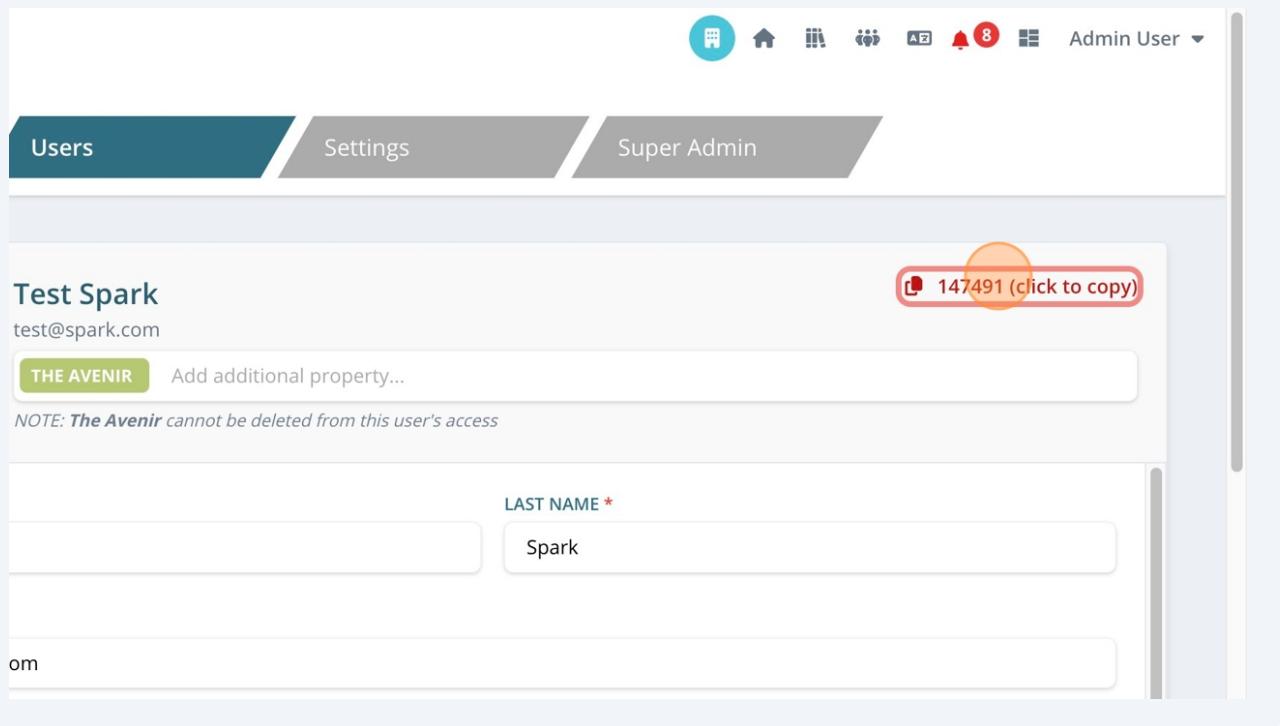
THE AVENIR Add additional property...

NOTE: *The Avenir* cannot be deleted from this user's access

LAST NAME *

Spark

10 Click here to copy the recovery key.



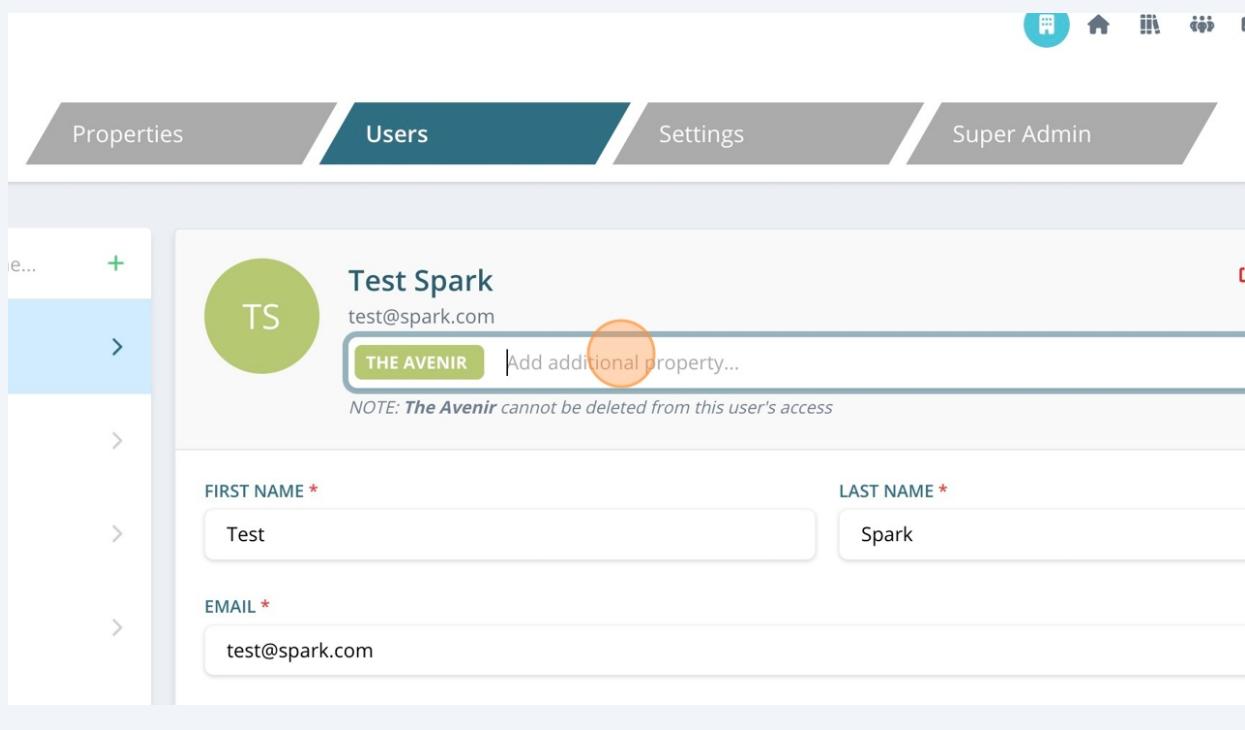
The screenshot shows a user profile for 'Test Spark' (test@spark.com). The profile includes a green button labeled 'THE AVENIR' and a note stating 'Add additional property...'. A red circle highlights a link labeled '147491 (click to copy)' located above the 'LAST NAME *' field, which contains the value 'Spark'. The top navigation bar shows 'Admin User' and various icons.



Note: The following two steps are typically used for Shoreside users.

11

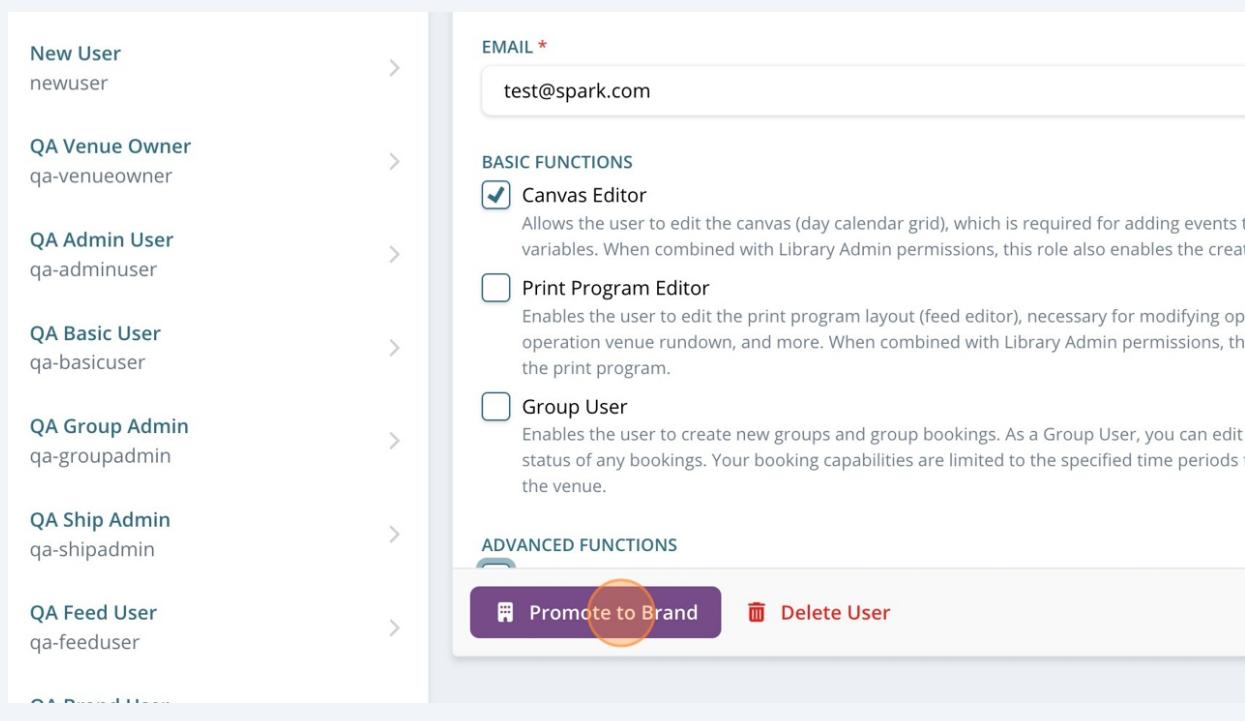
If the user requires access to more than one property, click here to add an additional property.



The screenshot shows the 'Users' tab selected in a navigation bar. A user profile for 'Test Spark' (test@spark.com) is displayed. A button labeled 'THE AVENIR' is highlighted with a red circle, and a tooltip 'Add additional property...' is visible. A note below states: 'NOTE: The Avenir cannot be deleted from this user's access'.

12

If the user needs access to all properties, click "Promote to Brand" to grant access to all properties at once.



The screenshot shows a user creation or editing interface. On the left, a list of user roles is shown: New User (newuser), QA Venue Owner (qa-venueowner), QA Admin User (qa-adminuser), QA Basic User (qa-basicuser), QA Group Admin (qa-groupadmin), QA Ship Admin (qa-shipadmin), and QA Feed User (qa-feeduser). On the right, a form for a 'New User' (newuser) is displayed. Under 'BASIC FUNCTIONS', the 'Canvas Editor' checkbox is checked and highlighted with a red circle. Under 'ADVANCED FUNCTIONS', the 'Promote to Brand' button is highlighted with a red circle.



Tip! Remember to click "Save Changes" whenever editing an existing user's permissions.