RUCKUS One Online Help (index.html)

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Adding and Managing an Administrator

The RUCKUS One account allows you to add users to delegate management tasks to authorized users.

> **Note:** Trial accounts are limited to one administrator account. If you have a trial account with a TEMP license, you cannot create an additional administrator account.

Adding a new user requires the following:
- Entering a user's email address that is already registered with RUCKUS One.

  > **Note:** You can use a single email address with multiple tenants associated with different brands or MSPs, enabling an MSP Admin to manage them all.

- Assigning an authentication type. If you plan to use the **SSO with 3rd Party** option, you must first enable the **Enable SSO with 3rd Party provider** option on the **Administration** > (and then) **Account Management** > (and then)**Settings** tab. Refer to *Configuring SAML SSO with Azure AD (https://docs.commscope.com/bundle/ruckusone-userguide/page/GUID-1D8B1F4C-A277-444D-8886-43064C56C9E4.html)* for complete instructions.

- Assigning a privilege group. Refer to *Understanding Administrator Roles and Privileges (GUID-1EB23842-21DF-4A2A-8017-2E70E99511A7.html)* and *Adding and Managing a Custom Privilege Group (GUID-7C8963F7-FC72-4C9B-8F05-CD0E43FCA2F7.html)* for information to help you select an existing privilege group and help you configure a new privilege group (if necessary).

Complete the following steps to add a user.

1. From the navigation bar, click **Administration** > (and then) **Account Management** > (and then)**Users & Privileges**.

2. Select the **Users** sub-tab. The following information is displayed:

- Name: Displays the name of the user.

- Email: Displays the email address of the user.

- Authentication Type: Displays the authentication type (SSO or RUCKUS) configured for the user to log in to RUCKUS One that must be enabled or activated in RUCKUS One.

- Privilege Group: Displays the privilege group with which the user is associated. Privilege groups can be system-defined or custom-defined. To create a custom privilege group, refer to *Adding and Managing a Custom Privilege Group (GUID-7C8963F7-FC72-4C9B-8F05-CD0E43FCA2F7.html)*.

Users & Privileges: Users Sub-tab
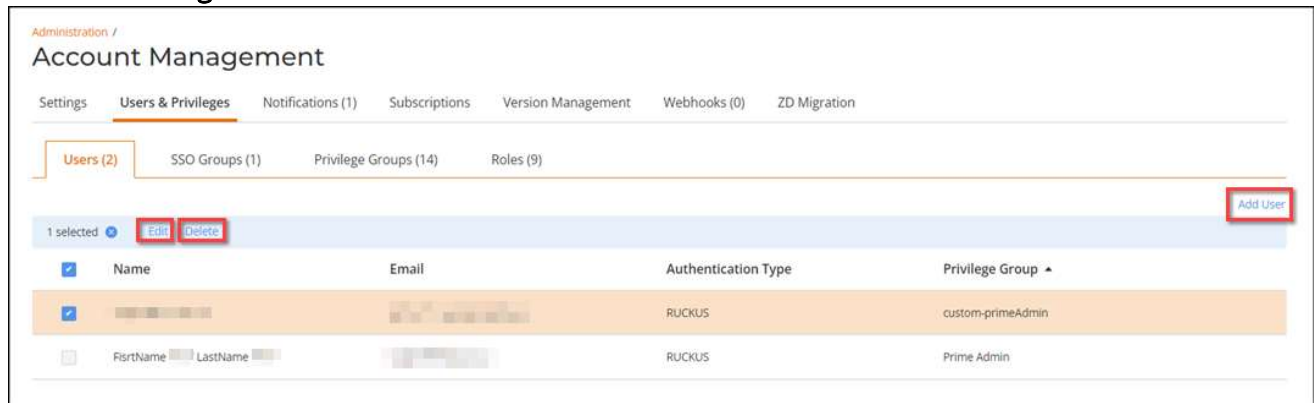
3. Click **Add User** to add a user.

Adding a User

4. In the **Add User** sidebar, select the appropriate authentication type.

5. For **Email**, enter a valid email address.
   Make sure the email address is already registered with RUCKUS One.

6. For **Privilege Group**, select the desired privilege group from the list.

   > **Note:** You must map each user to a system-defined or custom privilege group.

7. Click **Add User**. You can see the new user added to the **Users** tab. Concurrently, the count of members in the **Members** column is updated in the **Privilege Groups** tab for the corresponding privilege group.

8. (Optional) Select the checkbox for a specific username to edit or delete a user:
   - **Edit**: Click **Edit**. In the **Edit User** sidebar, select the desired Privilege Group from the list and click **Apply** to save the change.

   - **Delete**: click **Delete**. In the **Delete** confirmation message, click **Delete**. A message confirming successful deletion is displayed.

     > **Note:** You cannot delete a user after it is associated with a privilege group.

You can filter the users by **Privilege Group**. You can sort the list of users by name, email, or privilege group by clicking the associated column header.

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