



Access Control® Quick User Guide

Add new user

List of users > click Add User > fill in name, user id, email password > Select database > Save
Assign application(s) > Click Roles button > Add roles > Click Save

Modify user

List of Users > select user in list > click Modify users > Select to add or remove applications > click Roles button > Select to add or remove roles > Save

Reset password

List of users > select user in list > Reset password
Note: Will be set to Orig. Password found in User Detail tab

Re-Enable a 'Suspended User'

List of users > select user > Click Re-Enable button

Reactivate a 'Deleted User'

List of users > select user > Click Reactivate User(s) button

If user states they are getting the error "Invalid Credentials" when they log in do this.

- In Access Control > User List > Verify if the letter 'S' is in the Status column next to the user.
 1. If yes submit a re-enable request
 2. If no submit a password reset request

Note: These requests are processed every 30 minutes and an email will be sent to the Requestor

To prevent a user from becoming Suspended, they must:

1. log in every 30 days <https://houtsplusgw.bourquelogistics.com/>
2. Click on the Desktop or Bourque icons
3. Launch app like RAILTRAC