

Answers to frequently asked questions.

## Is it possible to archive or disable users for ex-employees?

You can remove users from being able to access confidential information without losing any historical data.

- 1. Navigate to the **Users** menu by using the search box for all menu items.
- 2. Select the user you want to set to *inactive*.
- 3. Select the **Edit** button to edit the user.

≡MESTEC																
users Q	Users															
System Admin  Vusers	demo	Hide Ina	ictive	•	Search											
Users Manufacturing Intelligence	New Password	d Settings Edit	Delete	Сору	Groups	Assign Lice	ense	Roles	Teams	Skills	Prope	erties	Notes	Reset P	assword	Work Patterns
<ul> <li>Administration</li> </ul>	User Group	User Name	:	Name		:	Licens	se Type	:	Enabled	:	Last Lo	gin	:	Manager	
Web Application Users	System	user1111		Demo Use	r					Yes		09-Apr-	2021 11:4	:06		
System	la a Dago 1	of 1 b bl 3	0 -	itoms no												
<ul> <li>Popups</li> </ul>	Page 1		•	items per	hage											
<ul> <li>Shifts, Attendance &amp; Pay</li> </ul>																
<ul> <li>Work Pattern Popups</li> </ul>																
Work Pattern Users																

4. Deselect the **Enabled** tick box.

5. Ensure you have the correct user information displayed and save your changes via the Save button.

Edit User	i	<b>S</b>	×				
H User Group	System	•					
SUID							
User Name	user1111						
Full Name	Demo User						
Title							
Email							
Menu Item		•					
Shift Selection	Auto	•					
Manager		•					
Holiday Entitlement (Hours)		*					
🗆 Enabled 🗹 Trust	ed devices only 🗹 Manage Pay Hours						
Ignore password ru	✓ Ignore password rules □ Ignore inactivity timeout						
□ Start in full screen	□ Start in full screen mode						
Force password cha	□ Force password change on login						
By adding a named us storage of personal da purposes for which an processed.	By adding a named user account, you are enabling the collection and storage of personal data for that user. You accept responsibility for the purposes for which and the manner in which any personal data are processed.						
	ок	Car	icel				

6. To view a user that has been set to inactive (disabled), open the dropdown and select **Show Inactive**. Inactive users will be displayed crossed out.

Users						
demo		Show Inactive	•	Search		
New Passwo	rd Settings	Hide Inactive				
User Group	User Na	Show Inactive			:	License
System	user1111		Demo-Use	F		
I≪	of1 ►	▶ 20 ▼	items pe	r page		

- 1. Set up a user with a license and the correct role/permissions to access the dashboard.
- 2. Set up a device for the dashboard with the default menu item of the chosen dashboard menu item.
- 3. Register the device on the machine that will be running the dashboard
- 4. Set up the device to load the URL in the format below in full-screen mode on startup.

**Task Scheduler** is a useful utility on Windows that you can automate almost any task on your computer. With it, you can launch programs, execute commands, or even schedule your PC to shut down when certain triggers and conditions are matched.

Step 1: Open up any web browser on your PC and navigate to the website you wish to launch at startup. Click on the lock icon to the left of its URL in the address bar, and drag it on the desktop. Update the URL on the shortcut to https://[sitename].mestec.net/#/user/[username]

- •
- This format will input the username and try to sign in automatically when the page loads.

Git Guiding Tech - How To Articles: X +	– □ × idingtech.com ක් ල ≡
Ge Guiding Tech	a ≡
We explain and teach techno	onv solve tech problems and help you
make gadget buying decision	say, sorre can prosicillo dira nelp you 5.
FEATURED	

Update the URL on the shortcut to https://[sitename].mestec.net/#/user/[username]

• This format will input the username and try to sign in automatically when the page loads.

Service Des	k			
https://de	ev54.mesteo	c.net/#/use	r/dashboard1	
None	None			
Unknown				
	https://de	https://dev54.mester	https://dev54.mestec.net/#/use	

**Step 2:** Now open the Start menu, type in task scheduler, and press Enter.



Step 3: Now, in the Actions pane on your right, click on the Create Basic Task option.

Task Scheduler (Local)	Name	Status	Triggers	Act	ions	
Task Scheduler Library	Adobe Acrob	Ready	Multiple triggers defined	Tas	k Scheduler Library	
-	ASUS Smart _	Ready	Multiple triggers defined	1	Create Basic Task	
	ATK Package	Ready	Custom event filter	1	ate Task	
	ATK Package	Ready			mport Task	
	GoogleUpda.	Ready	Multiple triggers defined		Display All Running Tasks	
	Intel PTT FK	Ready	Custom event filter		Enable All Tasks History	
			>		New Folder	
	General Trigge	ers Actions	Conditions Settings History		New Folder	
	Name:	Adobe Acrob	pat Update Task	-	View	
				Q	Refresh	
	Location: \			?	Help	
	Author:	Adobe Syste	ems Incorporated	Sel	ected Item	
	Description:	This task ke	eps your Adobe Reader and Acrobat a	Þ	Run	
		crimaricente	is and secondy inco		End	
					Disable	
Si			· -		Evnort	
	Security optio	ins			Export	
	When running the tark use the following user account:					
	INITERACTIVE	ig the task, a	se the following user account		Delete	

**Step 4:** In the Create Basic Task Wizard, enter a suitable name for the task. Optionally, you can also write a brief description of the task. Then click on Next.

Create Basic Task Wizard			
Create a Bas	IC IASK		
reate a Basic Task	Use this wiz	ard to quickly schedule a commor	n task. For more advanced options or setting
igger ction	Name:	Launch Programs at Startup	he Create lask command in the Actions pane
nish	Description		
	Entropiciti		J
			e Daris Next > Com

	- WORK	Here .
h.		

**Step 5:** Under Trigger, since we want to launch the website at startup, select the 'When the computer starts' option from the list and click on Next.

Task Trigger				
Create a Basic Task	When do you want the task to start?			
Action	O Daily			
Finish	O Weekly			
	O Monthly			
	○ One time			
	When the computer starts			
	O When I log on			
	O When a specific event is logged			
		< Back	Next >	Cancel

**Step 6:** In the Action tab, select Start a program. Then hit Next.

Create Basic Task Wizard				×
Create a Basic Task Trigger	What action do you want the task to perform?			
Finish	<ul> <li>Start a program</li> <li>Send an e-mail (deprecated)</li> <li>Display a message (deprecated)</li> </ul>			
		< <u>B</u> ack	<u>N</u> ext >	Cancel

**Step 7:** Now, under Program/script, browse the website shortcut created earlier.

Create Basic Task Wizard		×
Create a Basic Task Trigger Action Start a Program	Program/script: C:\Users\panki\Desktop\Launch Websites on Boot.bat	Browse
Finish	<u>A</u> dd arguments (optional): S <u>t</u> art in (optional):	
	< Back	Next > Cancel

**Step 8:** Lastly, in the Finish tab, verify the task details and click on Finish.

Create Basic Task Wizard		>
Summary		
Create a Basic Task		
Trigger	Name:	Launch Programs at Startup
Action	Description:	
Start a Program		
Finish		
		/
	Trigger:	At startup; At system startup
	Action:	Start a program; C:\Users\panki\Desktop\LaunchWebsitesonBo
	Open the	Properties dialog for this task when I click Finish
	When you cl	ick Finish, the new task will be created and added to your W dows schedule.
		< <u>B</u> ack <u>Finish</u> Cancel

Once you complete the steps above, Task Scheduler will run the shortcut or the batch file every time your PC starts.

## How to register a user for SSO?

To register an existing user for SSO:

- 1. Sign in to MESTEC with user account permission for user management.
- 2. Go to the Users page.
- 3. Locate the user and make sure the email has been entered (email account for SSO).

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user Q	Users		Edit User		i 🖋 ×						
Favourites			User Group	System		I					
Users	alan		SUID	Alan1							
System Admin	New Deseure				_		aution Notes Deput f				
Users	New Passwo		User Name	Alan1		105	percies notes Reset P				
User - User Group Allocations	Enable Tracing Re	move Password	Full Name	Alag1							
User Groups	User Group	User Name	Fut Name	760111		÷	Last Login	Manager	Fee	derated	:
User Permission Allocations	System	Alan	Title				11-May-2023 09:22:26				
User Kole Allocations											
Allocations	Alan User Group	Alan2	Email	alan.ng@cloud.mestec.net		E	24-Mar-2023 10:31:10	Alan1			
User Work Pattern Allocations	Alan User Group	Alan3	Menu Item		*			Alan2			
Users	System	AlanTest					06-Mar-2023 11:28:56	Alan1			
Aanufacturing Intelligence	System	ALANTEST1	Shift Selection	Auto	*						
Administration	System	ALANTEST2		Also.							
User Login Summary	Alan User Group	NMISTest	Manager	Aldri			08-Jul-2022 10:50:36	Alan			
User Login Summary Copy	Alan User Group	juitest	Holiday Entitlement		\$		20-Feb-2023 10:50:05	jui			
User Logins	Alan User Group	telerik		nd desires only			09-Jun-2021 12:11:02				
Web Application Users	Alan User Group	Test User - JA		ed devices only a Manage Pay Hours				Sneha Kumar			
Labour			Ignore password r	ules 🗌 Ignore inactivity timeout							
Utilisation Losses by Team	M 🛛 Page 1	of1 > >	Start in full screen	mode						11 of 11 ite	ms
and User			Force password ch	ange on login							

4. Click the Link AzureAD button for the selected user account.

alan		Hide Inac	tive	*	Search														
D New Passw	ord Settings	Edit D	elete	Сору	Groups	Unassign Li	cense	Roles	Teams	Skills	Prop	erties	Notes	Reset P	assword	Work Patterns	Impor	t	
Enable Tracing R	emove Passa	word Lin	k Azun	EAD 🔫															
User Group	User Nat	me		Name			License	Type	:	Enabled		Last Lo	igin		Manager			Federated	1
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System	Alan1			Alan1			Standa	rd User		Yes		03-May	-2023 12:20	0:15	Alan				
Alan over ercop	Alanz			Abang			3087928	d oser	_	145	_	21.000	-2023 10-3	-10	Adam		_		-
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System	ALANTES	571		ALANTEST						Yes									
System	ALANTES	ST2		ALANTEST	:					Yes									
Alan User Group	NMISTes	t.		NMISTest			Standa	rd User		Yes		08-Jul-	2022 10:50	36	Alan				
Alan User Group	juitest			Riya Jain			Standa	rd User		Yes		20-Feb	-2023 10:50	1:05	jui				
Alan User Group	telerik			telerik			Standa	rd User		Yes		09-Jun	2021 12:11:	02					

4. Confirm the link.

alan		Hide Inactive	▼ Sea	rch									
B New Passw	ord Settings	Edit Delete	Copy Grou	os Unassign Lice	ense Roles	Teams Sk	ills Prop	erties Notes	Reset Pa	ssword Work Pa	tterns Impor	t	
Enable Tracing	Remove Passv	word Link Azu											
Jser Group	: User Na	me :	Name	:	License Type	: Enat	led :	Last Login	:	Manager	:	Federated	1
System	Alan	Link Azur	eAD					11-May-2023 09:2	2:26				
	Alan1							03-May-2023 12:2		Alan			
lan User Group	Alan2	Are you sure yo is set correctly.	ou would like to fee	lerate with Azure AD	account? Pleas	e make sure yo	ur email	24-Mar-2023 10:3	1:10	Alan1			
lan User Group	Alan3					_				Alan2			
ystem	AlanTest					ок	Cancel	06-Mar-2023 11:2	8:56	Alan1			
vstem	ALANTES	511	ALANTEST1			Yes							
ystem	ALANTES		ALANTEST2			Yes							
lan User Group	NMISTes	t	NMISTest		Standard User	Yes		08-Jul-2022 10:50	:36	Alan			
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llan User Group													
Alan User Group Alan User Group	telerik		telerik		Standard User	Yes		09-Jun-2021 12:11					

7. Now, you could try login with the SSO account just registered.



7. On successful login, the user is now federated with Azure AD on MESTEC. A small Windows logo should appear on the **Users** page. (The logo won't appear until a successful login attempt).

### Users

alan	Hide Inactive	▼ Search					
New Password	Settings Import						
User Group	User Name	Name	License Type	Enabled	Last Login	Manager	Federated
System	Alan	Alan	Standard User	Yes	11-May-2023 09:22:26		
System	Alan1	Alan1	Standard User	Yes	11-May-2023 09:33:24	Alan	
Alan User Group	Alan2	Alan2	Standard User	Yes	24-Mar-2023 10:31:10	Alan1	1
Alan User Group	Alan3	Alan3	Standard User	Yes		Alan2	
System	AlanTest	AlanTest	Standard User	Yes	06-Mar-2023 11:28:56	Alan1	
System	ALANTEST1	ALANTEST1		Yes			1
System	ALANTEST2	ALANTEST2		Yes			
Alan User Group	NMISTest	NMISTest	Standard User	Yes	08-Jul-2022 10:50:36	Alan	
Alan User Group	juitest	Riya Jain	Standard User	Yes	20-Feb-2023 10:50:05	jui	
Alan User Group	telerik	telerik	Standard User	Yes	09-Jun-2021 12:11:02		
Alan User Group	Test User - JM	Test User		Yes		Sneha Kumar	
H 4 Page 1	of1 ▶ ▶ 20 ▼	items per page					1 - 11 of 11 item:

Users															
alan		Hide Inactive	Sear	ch											
New Password	l Settings	Edit Delete	Copy Group	Unassign Lice	ense Roles	Teams S	kills Pro	perties No	tes Res	et Pa	assword Work	Patterns	Impor	t	
Enable Tracing Ren	nove Passv	word Link Azu													
User Group :	User Na	me :	Name	:	License Type	: En	ibled :	Last Login		:	Manager		:	Federated	:
System	Alan	Link Azur	eAD					11-May-202	3 09:22:26						^
	Alan1							03-May-202			Alan				
Alan User Group	Alan2	Are you sure yo is set correctly.	ou would like to fede	erate with Azure AD	account? Pleas	e make sure y	our email	24-Mar-202	3 10:31:10		Alan1				
Alan User Group	Alan3					_					Alan2				
System	AlanTest					ок	Cancel	06-Mar-202	3 11:28:56		Alan1				
System	ALANTES	511	ALANTEST1			Ye									
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Alan User Group	juitest		Riya Jain		Standard User	Ye		20-Feb-202	3 10:50:05		jui				
Alan User Group	telerik		telerik		Standard User	Yes		09-Jun-2021	12:11:02						
Alan User Group	Test Use	r - JM	Test User			Ye					Sneha Kumar				-
H ◀ Page 1	of 1 🕨	▶ 20 ▼	items per page											1 - 11 of 11 il	tems

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Favourites	alan	ніа	User Group	System	•					
Users			SUID	Alan1		18				
Users	New Password	Settings Ed	User Name	Alan1		Prop	erties Notes Reset	Password Work Patterns	Import	
User - User Group Allocations	Enable Tracing Rem	ove Password	Full Name	Alan1						
User Groups	User Group	User Name				11	Last Login	Manager	: Federated	:
User Role Allocations	System	Alan	Title				11-May-2023 09:22:26			^
User Team and Department			Fmail	alan.ng@cloud.mestec.net			03-May-2023 12:20:15	Alan		
Allocations	Alan User Group	Alan2				18	24-Mar-2023 10:31:10	Alan1		
User Work Pattern Allocations	Alan User Group	Alan3	Menu Item		*	18		Alan2		
Users	System	AlanTest				18	06-Mar-2023 11:28:56	Alan1		
Manufacturing Intelligence	System	ALANTEST1	Shift Selection	Auto	*	18				
<ul> <li>Administration</li> </ul>	System	ALANTEST2	Manager	Alan		18				
User Login Summary	Alan User Group	NMISTest	Mariager			18	08-Jul-2022 10:50:36	Alan		
User Login Summary Copy User Logins	Alan User Group	juitest	Holiday Entitlement (Hours)		\$		20-Feb-2023 10:50:05	jui		
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user Q	Users		Edit User		i 🖋 ×							
Favourites	alan	uie	User Group	System	*	Î						
Users			SUID	Alan1								
System Admin	New Password	Settings Ed	User Name	Alan1		Prop	erties Notes Re	et Password	Work Patterns	Impo	rt	
User - User Group Allocations	Enable Tracing Ren	tove Password	Full Name	Alan1								
User Groups	User Group	User Name				÷	Last Login	: Manager		: A	ederated	:
User Role Allocations	System	Alan	Title				11-May-2023 09:22:26					^
User Team and Department			Fmail	alan.ng@cloud.mestec.net			03-May-2023 12:20:15	Alan				
Allocations	Alan User Group	Alan2	Linux	aaninggetouanesterner			24-Mar-2023 10:31:10	Alan1				
User Work Pattern Allocations	Alan User Group	Alan3	Menu Item		*			Alan2				
Users	System	AlanTest					06-Mar-2023 11:28:56	Alan1				
Manufacturing Intelligence	System	ALANTEST1	Shift Selection	Auto	*							
<ul> <li>Administration</li> </ul>	System	ALANTEST2	Manager	Alan								
User Login Summary	Alan User Group	NMISTest	manager	Addit			08-Jul-2022 10:50:36	Alan				
User Login Summary Copy	Alan User Group	juitest	Holiday Entitlement		\$		20-Feb-2023 10:50:05	jui				
User Logins	Alan User Group	telerik	Enabled Trust	ed devices only 🔽 Manage Pay Hours			09-Jun-2021 12:11:02					
Web Application Users	Alan User Group	Test User - JM		- Allage ray hours				Sneha Ku	imar			-
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Utilisation Losses by Team	H 🛛 Page 1	of1 🕨 🖬	Start in full screen	i mode							- 11 of 11 i	tems
and User			Force password ch	ange on login								

### Shopfloor user cannot login.

The user will receive the information below when unsuccessfully trying to login:

Login Failed. Either:

- The credentials you have entered are incorrect.
- The user account is locked (you may have exceeded the maximum failed login attempts).
- The user account is not licensed.
- You are attempting to log into a non-trusted device when your account is permitted.

Please contact your system administrator.



## Resolution

Check if the device is registered. To confirm, the login screen should say: "This device is **>**". If it does not say this unregister then reregister the device.

If the above step is confirmed, navigate to the Users screen and do the following checks.

Ensure the user account is enabled on the Users screen. Ensure the dropdown list is configured to Show Inactive users. If the

user account is not enabled, Edit the user and tick the Enabled box.

Users						
demo	Show Inactive	▼ Search				
New Passwo	rd Settings Import					
User Group	User Name	Name	License Type	Enabled	Last Login	Manager
<del>System</del>	user1111	<del>Demo User</del>		No	09-Apr-2021 11:47:06	
I≪ ≪ Page 1	of1 ▶ ▶ 20	<ul> <li>items per page</li> </ul>				

If the user is allowed to log in without a password, ensure the **Trusted devices only** and **Ignore password rules** tick boxes are ticked.

Edit User		i	×
User Group	System	•	
SUID			
User Name	user1111		
Full Name	Demo User		
Title			
Email			
Menu Item		•	
Shift Selection	Auto	•	
Manager		•	
Holiday Entitlement (Hours)		*	
🗹 Enabled 🗹 Trust	ed devices only		
🗹 Ignore password r	les 🗌 Ignore inactivity timeout		
Start in full screen	mode		
Force password ch	ange on login		
By adding a named us of personal data for th which and the manner	er account, you are enabling the collection and sto at user. You accept responsibility for the purposes in which any personal data are processed.	rage for	
	ок	Can	icel

After saving your changes, to ensure they do not have a password set against the account, select the user and click the **Remove Password** button on the **Users** screen.

Users

demo		s	Show Inacti	ve	▼ Se	arch														
New	Passwo	rd Settings	Edit	Delet	се Сору	Groups	Assig	n License	Roles	Teams	Skills	Properties	Notes	Reset Password	Work Patterns	Import	Enable Tracing	Remove Password		
User Group	:	User Name		E N	lame			License Typ	pe :	Enable	d :	Last Login	1	Manager					:	
System		user1111		D	lemo User					Yes		09-Apr-2021 11	:47:06							*
H 4 Pa	age 1	of1 ⊧	⊌ 20	•	items per p	age													1 - 1 of 1 item	s

If the user is still having trouble logging in, contact support@mestec.net for further assistance.

# A user cannot log into MESTEC.

The user will receive the information below when unsuccessfully trying to login:

Login Failed. Either:

- The credentials you have entered are incorrect.
- The user account is locked (you may have exceeded the maximum failed login attempts).
- *The user account is not licensed.*
- You are attempting to log in to a non-trusted devices when your account is permitted.

Please contact your system administrator.

	STE PERFORMANCE. R	EC.
This device is <b>Demo I</b>	Device.	
user1111		+••) 9+
Password		•••• 9+
Device Mode		v
	Log In	
Login Failed. Either. - The credentials you - The user account is maximum failed logir - The user account is - You are attempting your account is not p	have entered are inco locked (you may have a attempts) not licensed to log in to a non-trust ermitted	prrect e exceeded the ted device when

# Resolution

1) The username or password is incorrect. If the password is lost, see related article to reset the user's password.

2) The user account is locked due to the incorrect credentials being entered multiple times in succession. See system log example below and related article to unlock the user account.

3) The user account you are trying to log into does not have a license to access MESTEC. Please read the related article.

4) The device used is not considered a trusted device. The registration may be lost. Please see the related article to reregister the device.

#### Example of a user account locking

The system log screen records incorrect password attempts which may lead to the user account being locked. Navigate to the System Logs screen. Search for "User Validation" in the search box. All user validation errors will be displayed.

system Q	Syst	em Log	S									
System Admin • Support	From 19-10	-2022 00:00:00 📋 🤆	To 20	0-10-2022 23:	59:59 (	3 🕓 Sour	rce		* Search	Search user, subject and reference	Search	l i
System Logs System	B Cie	iar All.									3	Logs By User
Popups Application, Manufacturing Intelligence, SQL, Menu & Licensing System Log Popups System Log Details	Туре	i Date	1	Source		User	I	Subject			* 20 * 20 10 11	
	Security	20/10/22 16:59:16		MestecAPI		dafydd.robert	15	User validatio	an for datydd.rol	berts failed.	Carl P	for the case of the case of

Right-click the error so we can get more information then click details.

System Log Details	i 🖋 🗆 ×
User validation failed due to incorrect password attempt 1 of 5.	
	h

As we can see in this example the user entered their password incorrectly once.

Depending on the error message you will be able to narrow down what is preventing the user from logging in.

### How do I assign a license to a user?

The following document will help you to assign a License to a user.

## Resolution

First we shall check if the user has a license assigned to them.

Go to the Users screen and find your user. Type the username into the text box highlighted :



#### On this screen we will be able to see if the user has a licenses and what type it is.

drtes	t				Hide In	nactive	•	Search														
En a	New	Pass cing	word	Settings	Edit	Delete	е Сору	Groups	Assign Li	cense	Roles	Teams	Skills	Prope	rties	Notes	Reset Pa	ssword	Work Patterns	Import		
User Alan	<mark>Group</mark> User Gro	oup	:	User Nam	e	:	Name	er	:	Lice	ense Type	:	Enabled Yes	:	Last	Login	I	Manager			:	<u>^</u>
н	▲ P	Page 1		of1 ▶	H	20 🔻	items pe	er page													1 - 1 of 1 iter	ns

In our example the user does not have one so we will need to assign them one.

If your user does not have a license you will need to add one to allow them access. To do this we click the assign license button:

When you do this the assign user screen will be shown:

Assign Us	er License					i	<i>≬</i> * ×
Assign							
Licen	License Type	Qty :	Used	Concurrent U	Expiry Date	Issued Date	:
581	Report User	10	2		31-Dec-2030 09:44:40	05-Apr-2017 16:35:48	*
621	Standard User	1	1		31-Dec-2030 09:44:40	26-Jun-2017 09:19:23	
483	Standard User	6	6		31-Dec-2030 09:44:40	29-Jun-2017 08:38:15	- 11
541	Standard User	10	10		31-Dec-2030 09:44:40	29-Jun-2017 08:39:41	
-1	Standard User	1	18			21-May-2021 15:02:55	- 11
761	Standard User	3	3		31-Dec-2030 09:44:40	26-Sep-2019 10:49:32	
781	Standard User	5	4		31-Dec-2030 09:44:40	22-Nov-2019 13:33:57	- 11
803	Standard User	1	1		31-Dec-2030 09:44:40	13-Dec-2019 12:28:39	
804	Standard User	1			31-Dec-2030 09:44:40	13-Dec-2019 12:30:31	- 11
841	Standard User	78	18		31-Dec-2030 09:44:40	02-Jan-2020 15:13:30	
865	Standard User	79	1		31-Dec-2030 09:44:40	02-Jan-2020 15:13:30	
889	Standard User	111	2		31-Dec-2030 09:44:40	06-Jan-2020 13:47:24	
890	Standard User	113	1		31-Dec-2030 09:44:40	06-Jan-2020 13:47:24	-
							Close

Find the license you wish to assign to your user:

Make sure that you have enough of the license to assign to your user. You can check this by making sure the 'Qty' is more than the 'Used Qty' if the number is the same you will not be able to assign more license of this type and will have to buy more.

Once you have chosen the license click the 'Assign' button

	Assign	Us	er License	;								i	i	<b>A</b>	×
	Assign	]													
	Licen	:	License Type	:	Qty :	Used	:	Concurrent U	:	Expiry Date	:	Issued Date		:	
L							L 101	Columns N							

You should now see the user has a license type:

### Users

drtes	t					Hide Ir	nactive	v	Search											
X	New	Pa	sswor	d Setti	ings	Impo	rt													
User	Group		÷	Use	r Nam	e	:	Name		:	License Type	÷	Enabled	÷	Last Login	:	Manager		÷	
Alan	User Gro	oup		DRT	estuse	er		DRTestuser	r		Standard User		Yes							4 ¥
м	< P.	Page	1	of 1	×	H	20	items per	r page									1 - 1 of 1 i	tems	

#### If you need to change the license or Unassign a License click the 'Unassign License' button:

drtest					Hide Ir	nactive	•	Search													
Đ	New	Pa	ssword	l Settings	Edit	Delete	Сору	Groups	Unassign L	icense	Roles	Team	s Skills	Pro	perties	Notes	Reset	Password	Work Patterns	Import	
Ena	ble Tra	acing																			
User (	Group		:	User Nar	ne	:	Name		:	License	е Туре	:	Enabled	÷	Last Log	ţin	:	Manager			:
Alan l	Jser Gr	oup		drtest			drtest			Standa	rd User		Yes								
M	•	Page	1	of 1 🕨		20 🔻	items p	er page												1	- 1 of 1 items

#### Then click OK:



### Your login has been re-used elsewhere.

This error could happen because of the following reasons:

- You are logged into MESTEC on another device which will cause the first session to close.
- Bug on the browser. You will need to reset the browser settings [Resolution below].

Jsemame	
Password	
Jser Mode	Ŧ
	Log In

# Resolution

Reset browser on Edge:

- Go to the [...] menu.
- Under Settings > Reset settings



### Is there a template I can download to import users?

Import users file template with possible column values.

The Columns with headers including an asterisk are essential columns. Non-essential fields can be left blank.

# Resolution

#### Download the template

#### Template\_Users\_Import\_Mestec.xlsx @

Field Type	Column Header	Possible Values
Non-occontial		SUID of a user account that has commonly used settings and properties
Non-essentiat	TEMPLATESUID	already configured.
Non-essential	EMAIL	XXXX@test.com
Essential	USERNAME*	Test
Non-essential	PASSWORD	TestPassword_1
Non-essential	SUID	T001
Non-essential	TITLE	Technician
Essential	FULL NAME*	Test User A
Essential	SHIFTSELECTIONMODE*	Auto / None / Prompt
Non-essential	HOLIDAYENTITLEMENT	TRUE / FALSE
Non-essential	TRUSTEDDEVICESONLY	TRUE / FALSE NOTE: If False, the IGNOREPASSWORDRULES will also default to False
Non-essential	IGNOREPASSWORDRULES	TRUE / FALSE
Non-essential	LICENSE	Standard User
Non-essential	FULLSCREEN	TRUE / FALSE
Essential	DEFAULTUSERGROUP*	System / Any user group registered in Mestec
Essential	DEFAULTTEAM*	Default Team / Any team registered in Mestec
Non-essential	DEFAULTMENUITEM	Default screen to open on Login
Non-essential	ENABLED	TRUE / FALSE
Non-essential	MANAGERSUID	SUID of a user account that is a Manager

### How do I reset my password?

The following document will show you how to reset your password and another users.

For you own password when you login you need to click the top right symbol:



Then click change password.

Change Password	i 🖋 ×
The password must adhere to t - 2 categories must be used (sy - It must be at least 7 character - It cannot be your current or la	re following format: nbol, upper text, lower text, number) s long st password
Please note the new password	vill expire in 10 months. 🥓
Current Password	
New Password	
Confirm New Password	
	OK Cancel

Add the password you used to login to the current password and what you want your new password to be in the new and confirm new boxes.

Click okay.

For another user you will have to do the following:

First go to the users screen. you can do this by typing user in the search bar:

Next using the text box Search for the user whose password you wish to reset.

Click the search button

≡MESTEC				
user	Users			
Favourites				
System Admin		Hide Inactive	▼ Search	

If the user has not logged in a few months they maybe an inactive user. if this is the case change the dropdown box from "Hide Inactive" to "Show Inactive".

Click on the user whose password you want to reset.

#### Click the Reset password button:

testdr				Hide In	active	•	Search														
New New	Passw	ord S	Settings	Edit	Delete	Сору	Groups	Assign Lice	nse Rol	es Tea	ams	Skills	Prope	rties	Notes	Reset Pa	issword	Work Patterns	Import		
Enable Traci	ng																				
User Group		:	User Name	e	:	Name		:	License T	/pe	:	Enabled	:	Last L	ogin	:	Manager			:	
deletetest			TestDR			DRTest						Yes									÷
l <b>∢ ∢</b> Pa;	ge 1	ot	f1 🕨	M	20 🔻	items pe	er page													1 - 1 of 1 item	IS

click the okay button:

Are you sure you want to reset password for selected user?	Reset Password		
OK Cancel	Are you sure you want to reset password for sele	cted user?	
		ок	Cancel

A strong password will be created:

New Passwo	w Password i											
Please give this particular parti	assword to the user											
			Close									

Copy the new password.

Next we check that the user can change the password to something they know for when they login.

Go back to the user screen and click the edit button:

testd	r				Hide In	active	•	Search													
X	New	Pas	sword !	Settings	Edit	Delete	е Сору	Groups	Assign Lice	ense Role	s Teams	Skills	Prope	rties	Notes	Reset Pa	ssword	Work Patterns	Import		
Ena	able Tra	cing																			
User	Group		:	User Nan	ne	:	Name		:	License Ty	e :	Enabled	: :	Last L	.ogin	:	Manage	r		:	
delet	etest			TestDR			TestDR					Yes									* *
M	∢ P	Page	1 0	if1 ►	H C	20 🔻	items pe	er page												1 - 1 of 1 item	15

Make sure the "Force password change on login" is ticket

### An account is locked.

Syste	em	n Logs		
From 03-11-20	022 00	System Log Details i 🖋	×	id referer
Detail	CI	User validation failed as account is disabled.		
Туре :	Da			:
Security	04,			
Error	04)			rown.
Information	04,			
Information	04,		11	

User validation failed as account is disabled.

If you get the following error from the system logs. the user accounts your looking into is locked. this is caused by too many attempts to log in using the wrong password over 5 attempts.

# Resolution

To fix this go to the user screen. Search the name. change the drop down to show inactive. click the user and use the edit button.

### Users

drtest			Show I	nactive	•	Search														
New Enable Trac	Passwe	ord Settings	Edit	Delete	Сору	Groups	Unassign L	icense	Roles	Team	s Skills	Pro	perties	Notes	Reset	Password	Work Patterns	Import		
User Group		User Nar	ne	:	Name		:	License	е Туре	:	Enabled	:	Last Log	gin	:	Manager			:	
Alan User Gro	up	DRTest			DRTest			Standa	rd User		No		24 Oct 2	2022 12:49:	17					÷
l≪ ≪ Pa	age 1	of 1 🕨	M	20 🔻	items pe	r page												1 -	1 of 1 item	s

Click the enable tickbox

Edit User	i	<b>A</b>	×								
User Group	Alan User Group	•									
SUID											
User Name	DRTest										
Full Name	DRTest										
Title											
Email											
Menu Item		•									
Shift Selection	Auto	•									
Manager		•									
Holiday Entitlement (Hours)		•									
Enabled     Trusted devices only     Manage Pay Hours											
□ Ignore password rules □ Ignore inactivity timeout											
□ Start in full screen	mode										
□ Force password ch	ange on login										
By adding a named us storage of personal da purposes for which ar processed.	By adding a named user account, you are enabling the collection and storage of personal data for that user. You accept responsibility for the purposes for which and the manner in which any personal data are processed.										

Then click okay.

Permission login failed

MANUFACTURING PERFORMANCE. REDEFINED. DRTest User Mode Log In The requested function requires the AllowLogin permission, which you do not have.	MESTEC
DRTest  User Mode	MANUFACTURING PERFORMANCE. REDEFINED.
User Mode	DRTest
User Mode	
Log In The requested function requires the AllowLogin permission, which you do not have.	User Mode
The requested function requires the AllowLogin permission, which you do not have.	Log In
	The requested function requires the AllowLogin permission, which you do not have.

If you are trying to login and get the following error:

The requested function requires the AllowLogin permission, which you do not have.

This could be that your user's account had all roles removed.

## Resolution

To fix this go to the user screen, find your user using the search box, click on the three dots as shown, go to columns and check the roles.



You should now have a column called Roles. check if your users roles are empty.



If it is empty go to the roles button and click it:

New Pa	Password	Settings	Edit	Delete	Сору	Groups	Unassign	Licens	e Roles	Tean	ns Skills	Pro	operties	Notes	Rese	t Password	Work Patterns	Import	Enable Tracing				
User Group	:	User Name			Name			Licen	nse Type	÷	Enabled	1	Last Logi	n	- 1	Manager				- 1	Roles		:
Alan User Group		DRTest			DRTest			Stand	dard User		Yes		24-Oct-20	022 12:49:1	7								÷
i∎ ৰ Page	1	of1 ►	н	20 🔻	items per	r page																1 - 1 of 1 ite	ms

Find the correct role you wish to add then click the assign button at the top or right click assign.

Assign Roles		i 🖋 ×
Assign User Role History		
Role	Assigned	: