SETUP NOTES – PLEASE READ BEFORE REPORTING ANY TROUBLESHOOTING

1) ACCOUNT ACTIVATION IN SANDBOX AND PRODUCTION – ADMIN

- The designated admin will need to complete registration via the link that they will receive in an **email from Street Manager**
- They will be given a TEMPORARY PASSWORD and will have 30 **DAYS** to activate their account and change their password
- If the account is not activated within 30 days, the **temporary password will expire**
- The admin will **not be able to reset it themselves**
- The admin will need to **raise a ticket via our self-service support portal** (https://streetmanager.atlassian.net/servicedesk/customer/portal/1)
- The waiting time to get a new temporary password will be **up to 1 week** as it is a complex and manual process on the Street Manager end

- The admin will receive **separate emails for Sandbox and Production**
- Regardless of when you plan to move to Production, please do **activate your Production account (temporary password valid also for 30 days)** so that the process of adding your organisation to Sandbox is not duplicated in the future and you avoid any waiting times

2) ACCOUNT ACTIVATION – USER

- Once added by the admin, the user will receive an email with activation link which is valid for **30 DAYS**
- If the account is not validated within 30 days, **the link will expire**
- The user will **not be able to reset their password**
- The user will need to **ask the admin to remove them from Street Manager and re-add them**
- The user will then receive a **new link, again valid for 30 days**

3) CHANGE OF USER FROM UI TO API

- To add users to your API, your provider will require two things:
    - A username (sometimes referred to as 'API access key' by some providers)
    - A password (sometimes referred to as 'API Secret')

- To add API logins or change current users from UI user to API user, you will need to carry out the following:
  1) Your UI admin will need to create a new UI user (outlined in the slides above), this will provide you with a username and a password
  2) The Username will be your API access key
  3) The Password will be the API secret, these can be sent to your API provider
  4) Create a service desk ticket to convert UI user to API user

- We recommend you use generic naming conventions for the API user (e.g. apiuser@..) because activities carried out using the API will be stored in the UI as that specific user. For example, if you did not use a generic naming convention and instead used your name (Joe Bloggs), then Bob raises a permit via API. The UI stores that permit as Joe Bloggs's email. This can cause confusion around which users have carried out which task.
- You might need to create an additional generic email address for this. Please work with your IT department to do that.

TROUBLESHOOT CHECKLIST – PLEASE REVIEW PRIOR TO CONTACTING THE SERVICE DESK

1) Have you returned all of your on-boarding documentation?
> *This is a requirement for the Street Manger to on-board organisations*

2) If you are an admin, have you activated your account within 30 days?
> *Knowing what the cause of any issues is will help us deal with them faster*

3) If you are a user who cannot access their account, have you asked from help from your admin?
> *It is the admin responsibility to set up, add, delete, and re-add users.*

4) If you cannot access the Service desk portal or reset your password on the portal, have you signed up (registered) there in the first place?
> *This is not linked to your Street Manager user profile, therefore you will need to register by clicking on 'sign up' first in order to use it.*
> *Anyone can do that.*