

User Management

- Once a user is added, either by registration or under User/User Management, they will receive an email to “create an account”. Once they click the button to create an account, they will set their password. Once their password is set, they will be able to log into ICS.
- Once you activate your account and log in with your new password, your username will **always** be the email address that the “activate account” email was sent to, and if you forget your password, you can now click “forgot password” on the login screen.
- **If you are the advisor listed for both PAN and IFC, you will receive one activation email, but when you activate your account (set your password) and log into ICS, there will be a drop down in the top right of your screen and you will see both PAN and IFC, so you can easily toggle back and forth from one to the other.**
- You can log into ICS by going to the ICS website <https://ics.omegafi.com/>
- Each time a new event is set up, all users, except for “council” and “council administration”, will be removed from the user screen. Please be sure to delete any old user for council and council administration once a new event is set up.

To manage your users, you will navigate to the “user” tab and click the drop down. You will then select the manage users screen.

- To add a new user, click “add user”. You will enter the users first name, last name and email address. You will then select the access level for that user.

Let’s discuss the different types of users:

- a. **Council Admin:** Can see contact setup and all Togetherpay information. They can add all other types of users: Council Admin, Council, Chapter, Recruit Counselors or All RC access (“Access all” replaced “super user” from the old system)
 - b. **Council:** Can add other users for Council, Chapters, Recruit counselors, or any RC user access.
 - c. **Chapter:** Can add other users for their chapter only, once you send the chapter advisor an activation email, the chapter advisor can add other users, however you will still be able to manage those users in this screen.
 - d. **Recruit counselor:** Cannot add other users once they are logged in, but you can set as many RCs to each RC group that you need to.
 - e. **Recruit counselor – Access All:** Cannot add other users, but once logged into the system, they can see all PNMs. (this is the old super user)
- **If a user’s email address changes, you CANNOT edit the email address in the manage users screen, please delete the user and add the user again with their current email address. This will resend a new activation email. (this does NOT apply to PNMs)**

PNM Login Profiles screen:

- 1) You can update a PNM’s email address, unless the PNM’s account has already been activated (meaning password was set), the PNM will need to use the email address they used to activate/set password to log into ICS. Once a PNM’s account is activated, you will see “Yes” under the “Activated” column.
- 2) If a PNM has not yet activated their account/set a password, you can update their email address and click “send activation email”. This email will then be the email address the PNM use to log into their account.
- 3) Once a user is set up in ICS (PNM, Council Admin, Council, Chapter or RC), they will not need to reactivate their account again. (even if they change positions, you can edit their user access)
- 4) A User MUST click “forgot password” on the log in screen.
- 5) If a user did not receive their activation email and has not activated their account, you can click “send activation email”.
- 6) If several PNMs have not activated their accounts, you can click “Mass send activation emails” at the top of the PNM password screen.

It is very important that you let your university know that emails should not be blocked during recruitment that are sent to your PNMs from ICS.

Please make sure icsrecruiter.com is whitelisted, this the domain. That means any email from xxxxx@icsrecruiter.com would be allowed thru. Also, the outbound mail server is mail2.togetherwork.com.