

How to Add a New User to SimIQ

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Follow this guide to process new user additions in SimIQ. **Do not manually add users unless absolutely necessary.** Always create a support ticket for every user added or removed from EMS.

1. Access SimIQ Settings

1. Log into SimIQ.
2. Navigate to “**Settings**”.
3. Select “**User List**.”

2. Check Pending Users

1. Select “**Pending Users**” from the options.
2. Use the search bar labeled “**Filter**” to locate the user:
 - o Type the student or employee’s **eid** and press Enter.
 - o If the **eid** is unavailable, you may search by **last name**, but proceed with caution as multiple users may share the same name.

3. If the User is Found in Pending Users

1. Click the user’s name to open their **General Information** tab.
2. Update their **Status** to “**Active**.”
3. Go to the **Permissions** tab and configure their access:
 - o **Students:** Select “**Web**.”
 - o **SPs, US Models, and EAs:** Select “**Web**” and “**AV Viewer**.”
 - o **Sim Staff:** Select all permissions.

4. Save your changes:
 - Scroll down and click **“Save Changes.”**
 - Click **“Save All Changes”** at the top right.

4. If the User is Not Found in Pending Users

4.1 Check Active Users

1. In the left panel, select **“Search.”**
2. Under the **Status** dropdown, select **“Active.”**
3. Use the **Keywords** field to type the user's **eid** and click **Search**.
4. If the user is found, follow the steps in **Step 3** to activate and configure their permissions.

4.2 Check Retired Users

1. In the **Search** tab, change the **Status** dropdown to **“Retired.”**
2. Search for the user by **eid** or **name**.
3. If the user is found, follow the steps in **Step 3** to reactivate and configure their permissions.

5. If the User is Still Not Found

5.1 Verify User Information

1. Reach out to the **PCM Office** to confirm the accuracy of the user's details.
2. Check **Google Contacts** (accessible in Gmail):
 - Search by the user's **First and Last Name** or **eid**.
 - Use this information to resolve discrepancies between SimIQ and other systems.

6. Additional Notes

- Students may change their first or last name, or their account might not yet be in the correct OU (Organizational Unit) for SimIQ to pull their data.
- Confirm all information carefully to ensure correct user addition.