VCU SOMTech
School of Medicine

# How to Add a New User to SimIQ

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# How to Add a New User to SimIQ

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.

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## 1. Access SimIQ Settings

1. Log into SimIQ.

2. Navigate to **"Settings"**.

3. Select **"User List."**

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## 2. Check Pending Users

1. Select **"Pending Users"** from the options.

2. Use the search bar labeled **"Filter"** to locate the user:

   - Type the student or employee's **eid** and press Enter.

   - If the **eid** is unavailable, you may search by **last name**, but proceed with caution as multiple users may share the same name.

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## 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:

   - **Students:** Select **"Web."**

   - **SPs, US Models, and EAs:** Select **"Web"** and **"AV Viewer."**

   - **Sim Staff:** Select all permissions.

4. Save your changes:

  ○ Scroll down and click **"Save Changes."**

  ○ Click **"Save All Changes"** at the top right.

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## 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.

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## 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.

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## 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.