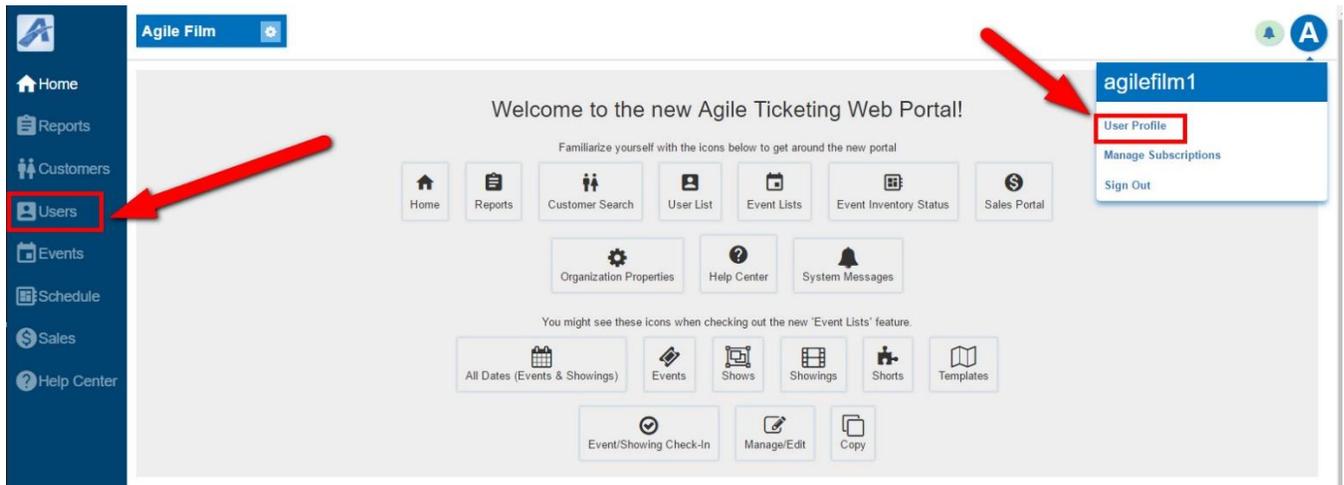


As an administrator in the Agile Web Portal, you can edit **User Profiles**. The **User Profile** is where you can change passwords, manage security roles, and clear failed logins.

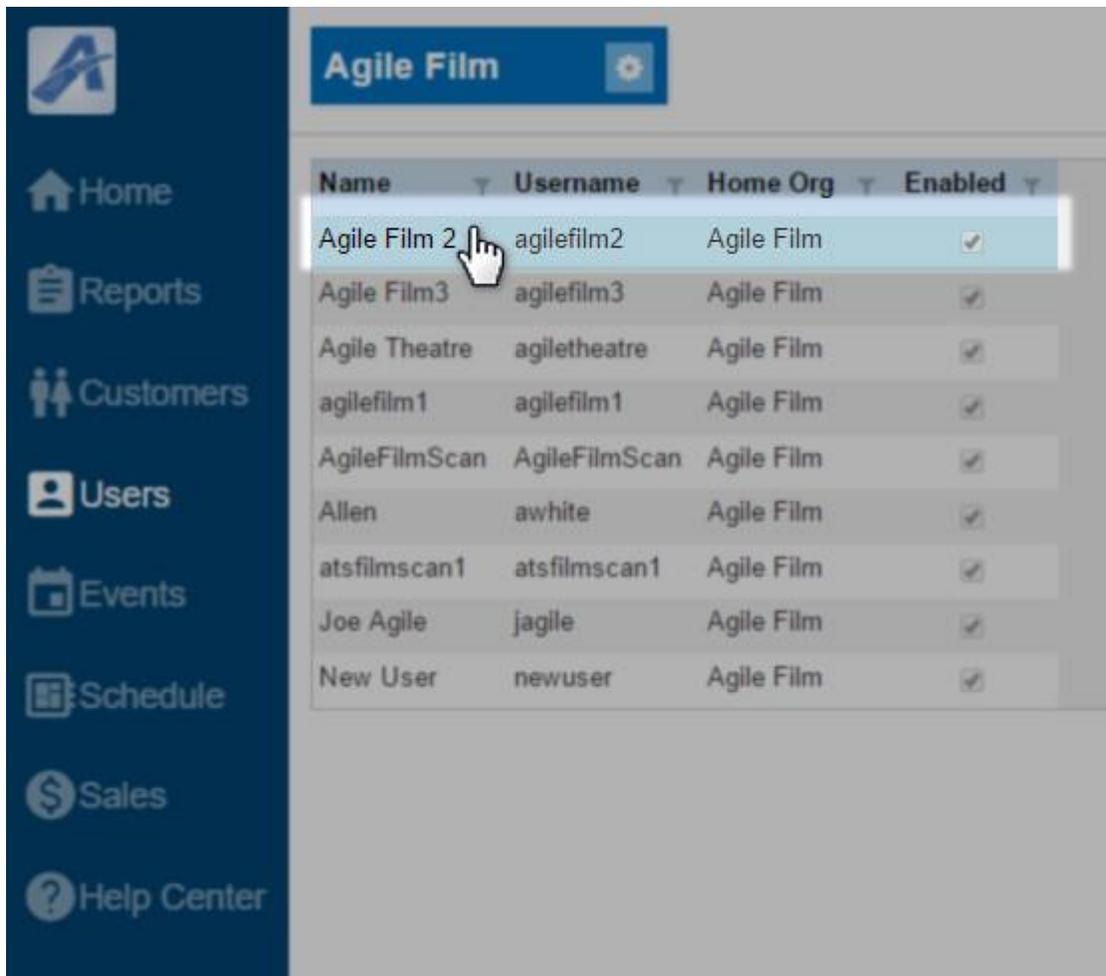
1. In your internet browser log into your organization -- portal.agiletix.com.

The image shows a screenshot of the Agile Portal Login page. The page is enclosed in a blue border. At the top left, there is a blue 'A' logo followed by the text 'Agile Portal Login'. Below this, there are three input fields: 'Username:', 'Password:', and 'Domain:'. Each field has a small icon on the right side. Below the input fields is a 'Login' button. At the bottom of the page, there are two icons: a blue square with a white circle and a blue 'A' logo, with the text 'Help Center' and 'AgileTIX' below them respectively.

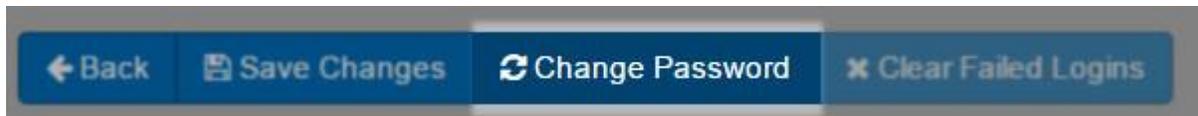
2. Click on the **User** icon at the menu on the left, or if you want to edit your own profile you can click on the letter in the top right corner.



3. Select the **User Profile** that you need to edit.



4. To change the password for a specific **User** click on the on the **Change Password** icon at the bottom of the screen. Enter the **New Temporary Password** for that user and then check mark the **Require Password Change at Next Login** box. This will force the user to create their own password when they next log in to the system.



Change Password

Password

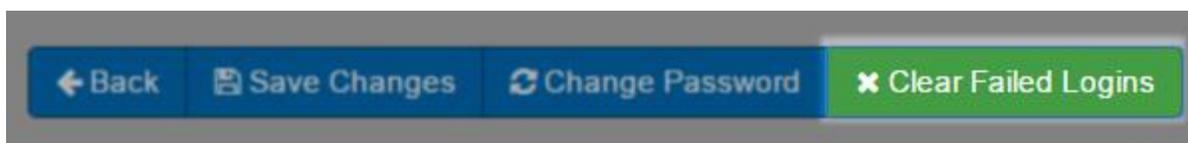
Password Confirm

Require Password Change At Next Login

* Password must contain alphabetic and numeric characters and be between 8 and 15 characters in

Save **Cancel**

5. If the user has tried and failed to log on multiple times, you as the **System Administrator** can clear the failed attempts from the account by clicking on the **Clear Failed Logins**.



6. Within the user profile, you can edit the user's **AKA Name, Email Address, Phone Number** and **Cell Number**.

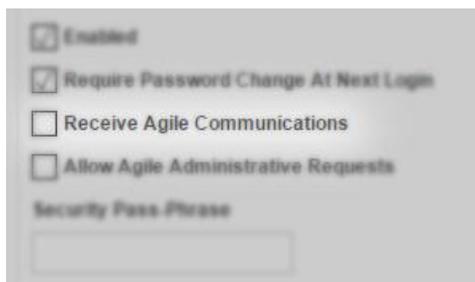
AKA Name

Email Address

Phone Number

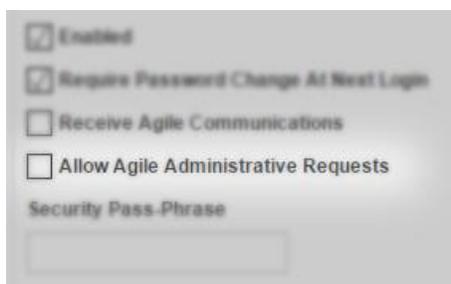
Cell Number

7. Check mark **Receive Agile Communications** if this user has permissions to receive emails pertaining to Agile and the Software Updates.



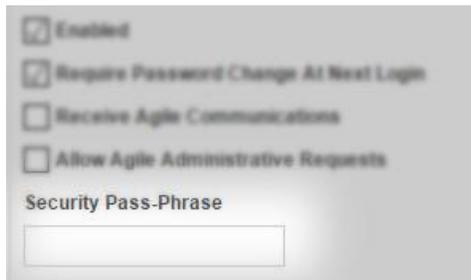
Enabled
 Require Password Change At Next Login
 Receive Agile Communications
 Allow Agile Administrative Requests
Security Pass-Phrase

8. Check mark **Allow Agile Administrative Requests** if this person can make administrative decisions for our organization.



Enabled
 Require Password Change At Next Login
 Receive Agile Communications
 Allow Agile Administrative Requests
Security Pass-Phrase

9. Entering in a **Security Phrase** allows the Agile Client Support staff to authenticate that they are the user and have permissions to make changes to that account.



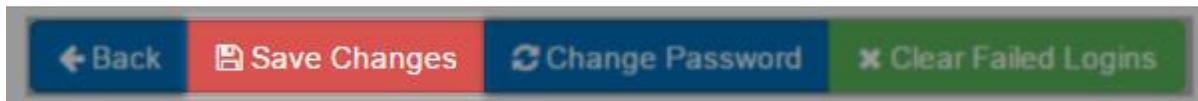
A screenshot of a user profile settings page. It features four checkboxes: 'Enabled' (checked), 'Require Password Change At Next Login' (checked), 'Receive Agile Communications' (unchecked), and 'Allow Agile Administrative Requests' (unchecked). Below these is a text input field labeled 'Security Pass-Phrase'.

10. Within the customer profile, an **Administrator** has the ability to change the **Security Role** of a **User**. This will change the permissions of the user within the entire Agile Ticketing Solutions system.



A screenshot of the 'Security Roles' section. It has a blue header with an upward arrow and the text 'Security Roles'. Below the header are three checkboxes: 'Agile Theatre Cashier' (unchecked), 'Agile Theatre Manager' (unchecked), and 'Agile Theatre System Admin' (checked).

11. Once you have made all of your changes click on **Save Changes**



A screenshot of a bottom navigation bar with four buttons: 'Back' (blue), 'Save Changes' (red), 'Change Password' (blue), and 'Clear Failed Logins' (green). The 'Save Changes' button is highlighted.