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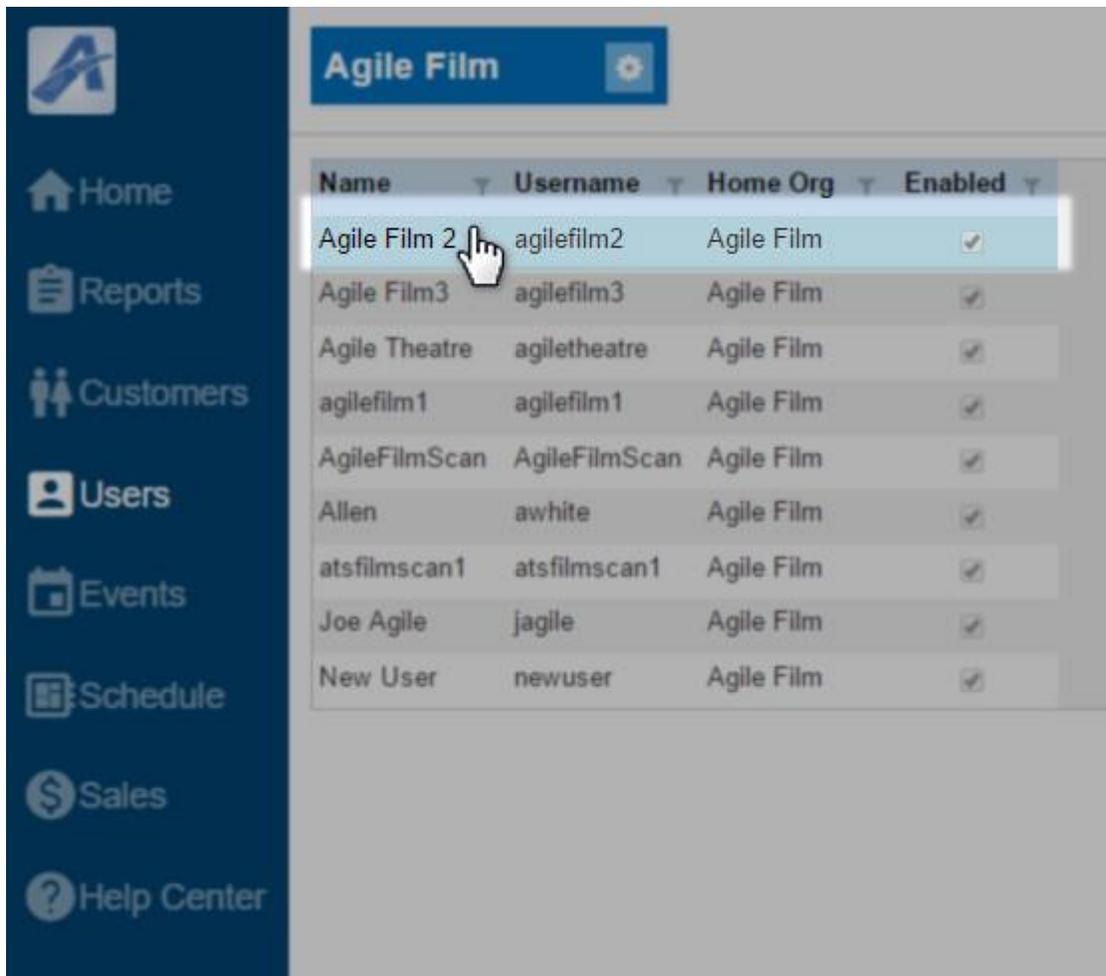
1. In your internet browser log into your organization --portal.agiletix.com.

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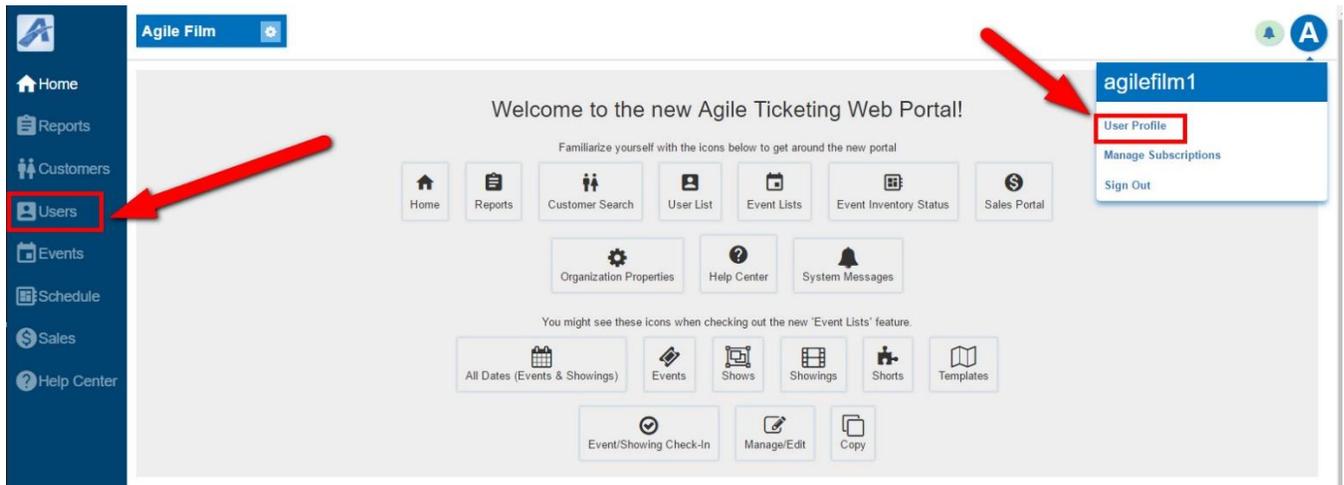
3. Select the **User Profile** that you need to edit.

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.

← Back   🖺 Save Changes   🔁 Change Password   ✖ Clear Failed Logins
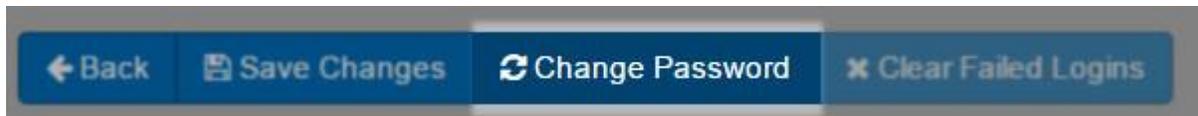
Change Password

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.**

← Back   🖺 Save Changes   🔁 Change Password   ✖ Clear Failed Logins
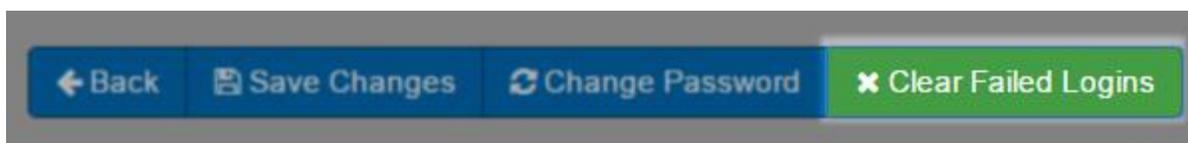
6. Within the user profile, you can edit the user's **AKA Name**, **Email Address**, **Phone Number** and **Cell Number.**
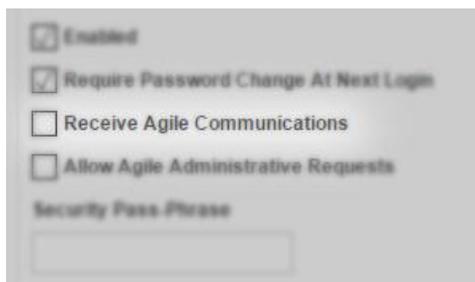
AKA Name

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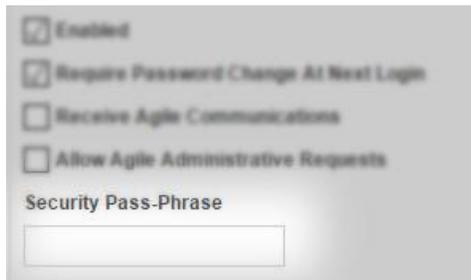
☑ Enabled
☑ Require Password Change At Next Login
☐ Receive Agile Communications
☐ Allow Agile Administrative Requests
Security Pass-Phrase

8. Check mark **Allow Agile Administrative Requests** if this person can make administrative decisions for our organization.
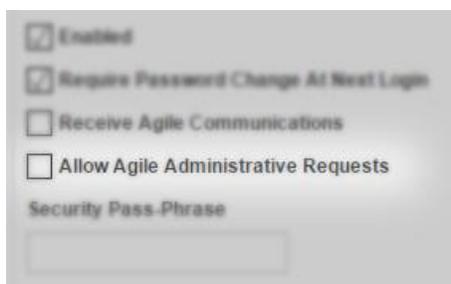
☑ Enabled
☑ Require Password Change At Next Login
☐ Receive Agile Communications
☐ Allow Agile Administrative Requests
Security Pass-Phrase

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.
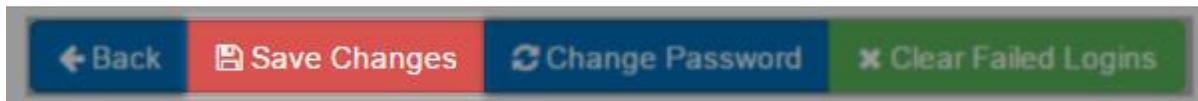

10.Within the customer profile, an **Administrator** has the ability to change the **Security Role** of a **User**. This will change the permissions of the user within the entire Agile Ticketing Solutions system.

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