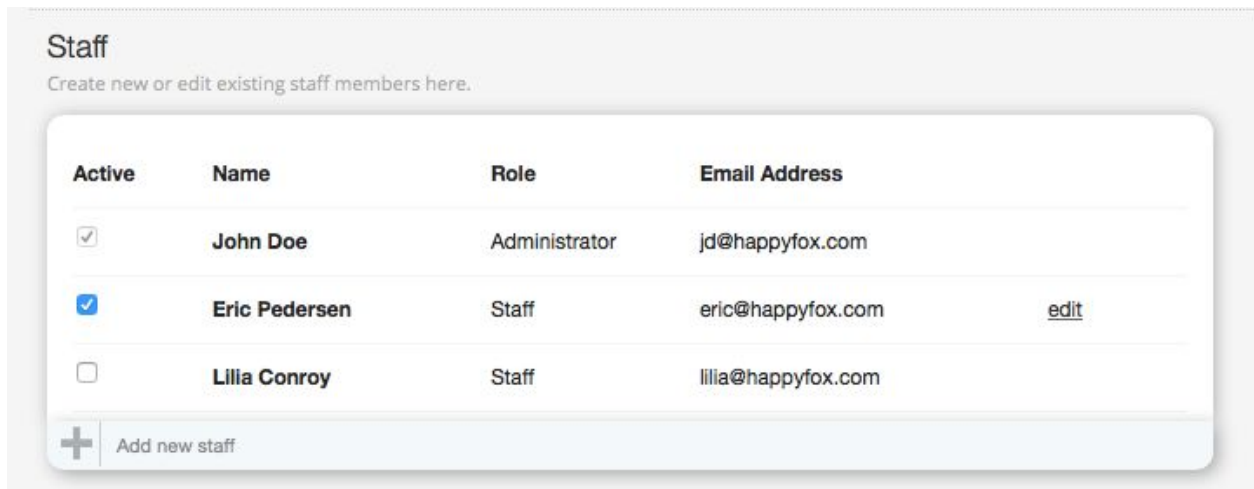


Staff members can be added, edited and deactivated on the "Staff" page, under the Manage tab.

The first section is a list of all the staff members that have been added so far, including currently active staff and deactivated staff members.

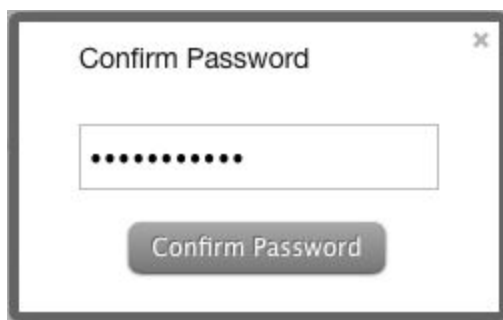


A new staff member can be added by either clicking the "Add Staff" button on the top right of the screen, or by clicking the + symbol on the bottom of the list of staff members, next to "Add new staff".

The list of staff members includes the Account Administrator, active staff members and inactive staff members.

- The staff account with the greyed-out check box is the Account Administrator.
- The staff account with the blue editable check box is of an active staff.
- The staff account with the empty check box is a deactivated staff.

To **edit** a staff's account, mouse over the respective staff and click "edit". After clicking edit, a password confirmation request will appear. Enter your own account's password here, and click Confirm Password.



Upon confirming your password, you will then be able to edit that staff account's first & last names, email address, username, password, role, and the categories that they're associated to.

Edit Staff

Edit the settings of existing staff.

First Name

Last Name

Email Address

Username

Password

Confirm Password

Role

Associate Categories

[Select all](#) General Support Support Escalations Chat Support Facebook Tickets Billing Sales DevOps

Once a staff account is added, it **cannot** be removed/deleted from the list; it can only be deactivated. To **deactivate** a staff account, unselect the check-box against the name of that respective staff.

You will then be prompted with a dialog box informing you about the changes that will be made upon deactivating the staff account. Click "Update" to confirm the deactivation, or "Cancel" to abort this action. Upon deactivation, the staff will not be able to access their account, but the history of their activity on tickets will be retained.

Similarly, a deactivated staff can be reactivated by selecting the check-box against their name.

The Pending Staff section includes the staff members who've been invited but are yet to activate their accounts. These staff members can be re-invited or deleted from here.

Pending Staff
Manage staff invitations

Name	Role	Email Address	
Scott Schulfer	Staff	scott@happyfox.com	reinvite delete

Hovering the mouse cursor over the respective staff will bring up the options to either send them another email to activate their account, or to delete their pending staff account.