

mzero^omanage

Users & Permissions

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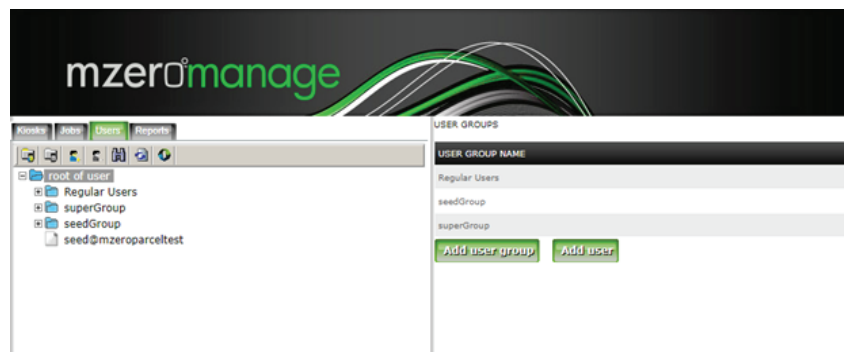
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Overview

This guide will cover how to add and create users and user groups in your Mzero Manage account. This will also cover each of the available functions and how to assign specific roles to users for delegated access.

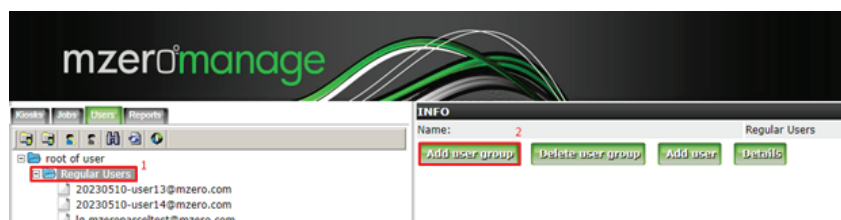
Root of User

The root of user folder, shown below, is the top-level folder for which all users are created. From here, you can select subfolders, create user groups, select user groups, and add additional users to the root of user folder.



Adding User Group

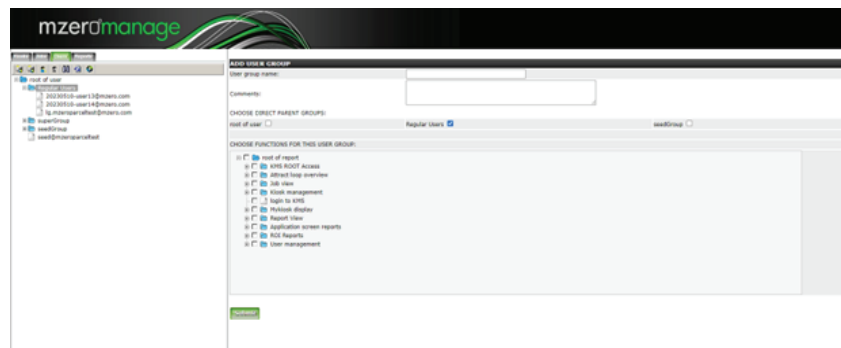
To add a user group, first select the folder which this user group will be under. By default, it will be under the root of user folder as shown in the example above. If we want to add a subfolder to the Regular Users group, we will first select Regular Users and then select Add User Group.



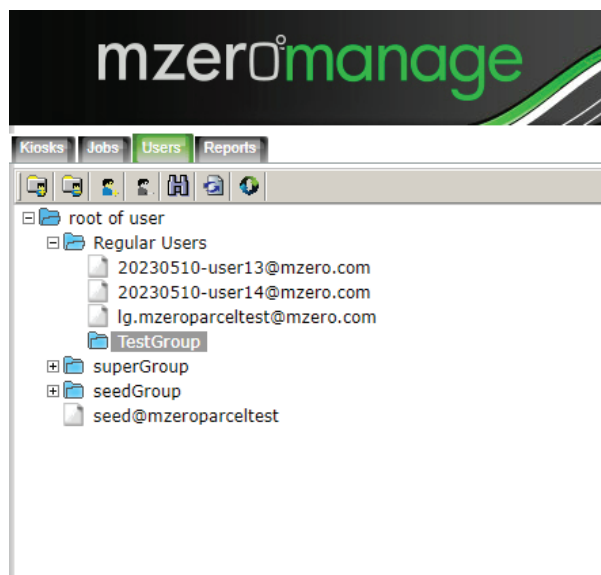
Clicking on Add user group, will allow default permissions to be assigned to the folder. This means that any user added to that specific folder will be granted default permissions that were set when the folder was created. For example, we'll create TestGroup under the Regular Users folder. This will bring up some options.

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For this example, TestGroup will be entered as the name for the User group name field. After selecting the desired functions for this group, click submit to create the group. TestGroup is now within the Regular Users folder shown in the left navigation pane. Functions will be covered later in this manual. Please reference the Table of Contents to jump to Functions.

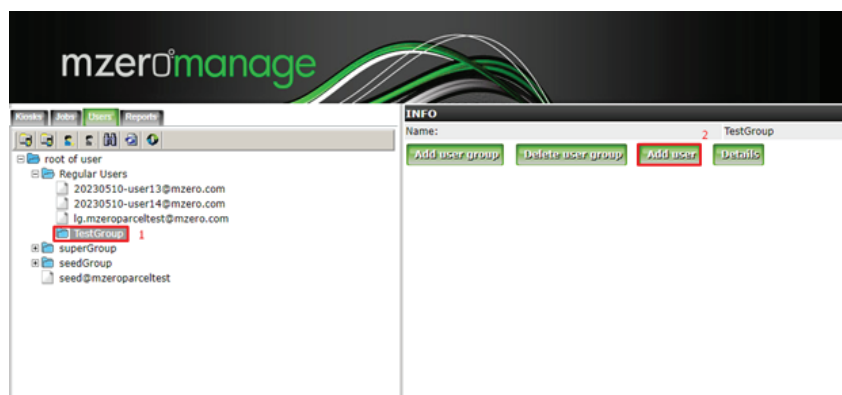


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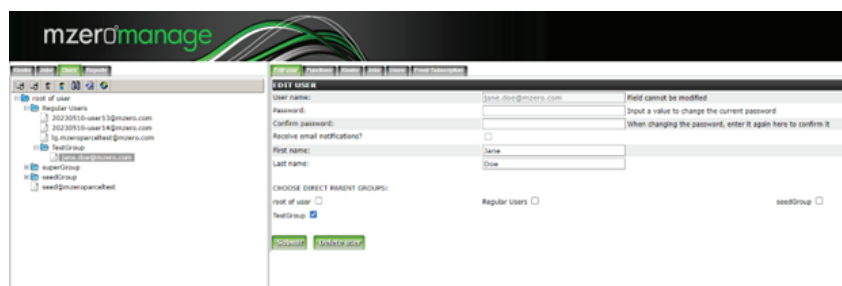
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Adding Users

Users can be added in the same way that User Groups were added. First, select the desired folder for the user being created, and then select Add User in the middle navigation pane as shown below. For this example, we will be adding a user in the TestGroup folder created in the previous step.



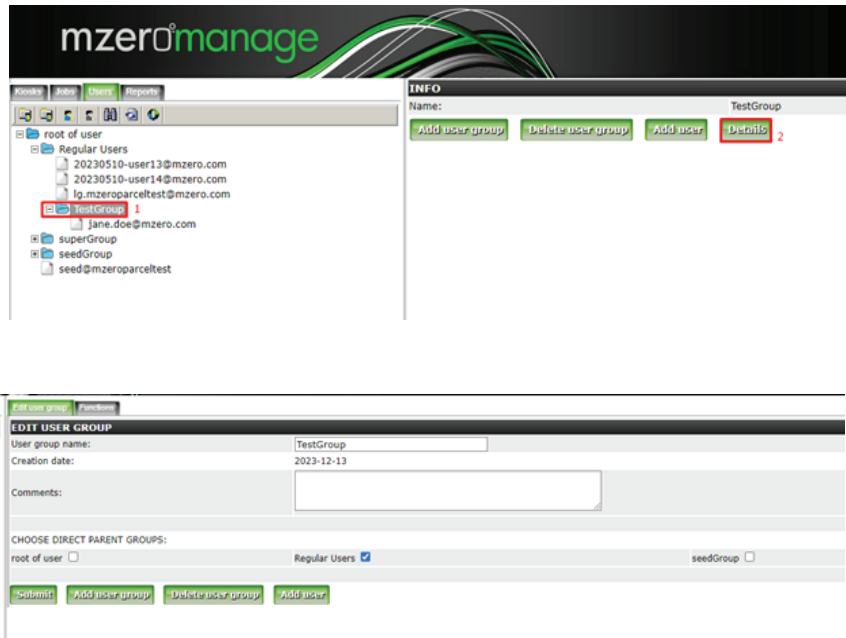
To create a user, all fields must be filled out. This includes adding an email address for the username, creating, and confirming the password, and entering the user's first and last name. After selecting the available functions for the user, click submit to then add the user.



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Edit User Groups

To make changes to a group, select the group folder in the left navigation pane and then select details shown in the middle.



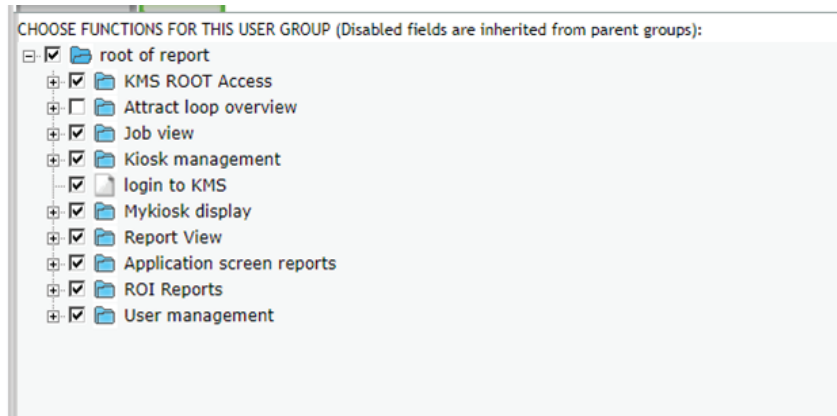
Here, changes can be made to the group name, as well as changing the parent group. For instance, if there are limited functions in the Regular Users folder and additional permissions are needed, the folder will either need to be moved to a new parent folder or assigned to the root of user folder. This is due to parent permissions on each of the folders.

For example, if Regular Users are only allowed access to Kiosk-1, 2, and 3, and the root of user folder allows access to Kiosk-1, 2, 3, 4, and 5, the TestGroup folder would need to be moved to Root of User to allow access to Kiosk-4 and 5.

Functions can also be changed as well, but only if it's a parent folder. In our example, selected TestGroup, details, and then Functions, leaves most of the Functions greyed out and unable to be changed. However, it's parent folder, Regular Users, allows changes to be made to each of those functions.

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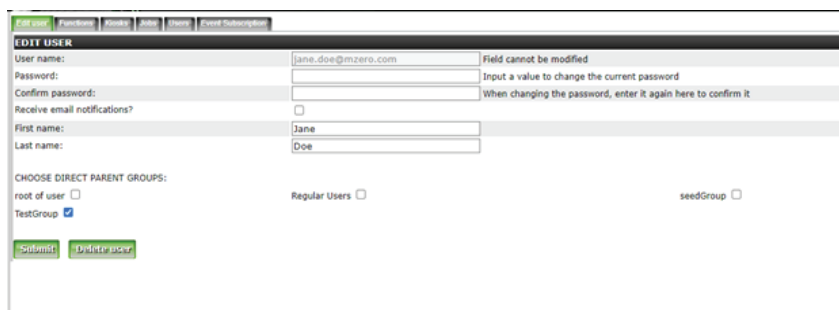


CHOOSE FUNCTIONS FOR THIS USER GROUP (Disabled fields are inherited from parent groups):

- ☒ root of report
 - ☒ KMS ROOT Access
 - ☐ Attract loop overview
 - ☒ Job view
 - ☒ Kiosk management
 - ☒ login to KMS
 - ☒ Mykiosk display
 - ☒ Report View
 - ☒ Application screen reports
 - ☒ ROI Reports
 - ☒ User management

Edit Users

To edit users, like with user groups, first select the user that needs changes. This brings up several tabs in the middle navigation pane, of which they'll be covered in the next section. Here, you can make changes to the user details, their permissions, or delete the account if needed.



EDIT USER

User name: Field cannot be modified

Password: Input a value to change the current password

Confirm password: When changing the password, enter it again here to confirm it

Receive email notifications? ☐

First name:

Last name:

CHOOSE DIRECT PARENT GROUPS:

root of user ☐ Regular Users ☐ seedGroup ☐

TestGroup ☒

Once all changes have been made, click on submit to confirm the changes and to apply them to the selected user.

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Functions

Below we will cover each of the available functions for both users and user groups. As well as what each function does and allows.

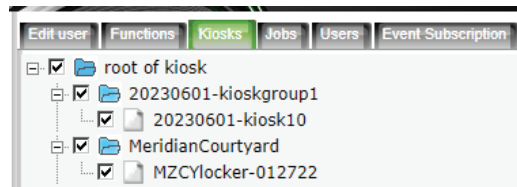
- Root of Report
 - This option needs to be selected for any of the available functions to work.
- KMS ROOT Access
 - This allows the user or group to access Root of Kiosk, Root of User, and Root of Job functions as seen in the other tabs.
- Attract Loop Overview
 - This allows the user or group to create, update, and delete attract loops.
- Job View
 - This allows the user or group to create, edit, delete, create job group, edit job group, delete job group, and edit config files.
 - Jobs are how configuration changes and updates are sent to each of the kiosks. Some administrators may decide to delegate specific access to who can create jobs and who can delete jobs.
- Kiosk Management
 - This typically isn't needed for any of the groups. This allows users to create, edit, and delete kiosks from their account. All kiosks are added by default when software is deployed, neglecting the need for customers to add and create their own kiosks. There may be some exceptions needed for those who purchase our SDK.
- Login to KMS
 - Like root of report, this is needed for users to be able to log into Mzero Manage. Deselecting this checkbox will prevent the selected user or group from logging in.
- Mykiosk display
 - This is no longer applicable with Mzero Manage.
- Report View
 - This allows the user or group to view a variety of reports available from the kiosk or account. This includes event reports, kiosk operation reports, payment reports, and locker reports, to name a few.
- Application Screen Reports
 - This is typically used to troubleshooting or diagnostics to view any unusual or unexpected exit screens to the desktop, and is seldom needed.
- ROI Reports
 - This allows the user or group to view a select few of ROI reports, included goals by day, top URL, and top screen reports.
- User Management
 - This allows the user or group to view, create, and edit users or to change functionality for specific users or other user groups. This would be used in the case of an administrator delegating user access to a manager or supervisor and their respective employees.

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Kiosks

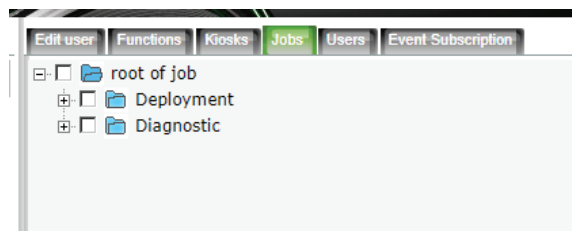
The Kiosks tab is specific to users only, and allows or restricts users to which kiosks they're able to see, edit, or delete based on the functions given in the previous section.



For example, we can edit a user so that they can only have access to one of the two folders above, or to specific kiosks in each of the folders. This feature would be used similarly to the User Management function discussed in the previous section.

Jobs

The jobs tab is specific to users only and allows or restricts users to which jobs they can see, edit, delete, or deploy to the kiosks they have access to. This is also based upon the functions the user is granted as well in the previous sections.



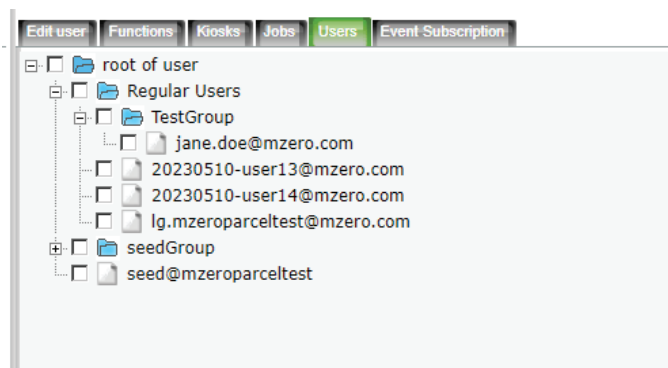
For example, users can have specific jobs and job folders delegated for them to deploy to the kiosks they've been assigned. This is also dependent on the functions assigned to the specific user or user group described in the previous steps.

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Users

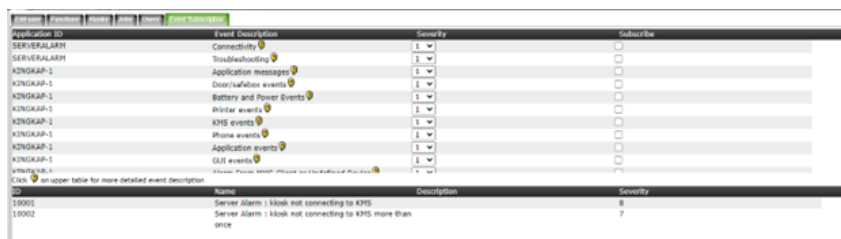
The Users tab is specific to users only and allows or restricts the selected user from editing, deleting, and managing other users.



This would be used similarly to the User Management function discussed earlier in this guide.

Event Subscription

The Event Subscription tab has several dozen events that users can subscribe to for when alarms are raised. For example, if a technician is on-site or local to a specific kiosk, they can be granted access to that kiosk as shown in the previous steps, and then subscribe to specific alarms to that user. When an alarm is raised, this triggers an email to be sent to the subscribing user with details of the alarm and which kiosk it's coming from.



Each of the alarm options have a "[?]" that can be clicked for additional information. In the image above, clicking on the [?] shows additional information for the Connectivity Event. A severity level 7 event is described as the kiosk not connecting to KMS more than once. Selecting the drop down next to Connectivity and selecting 7, and then the corresponding checkbox to subscribe, will send an email when any of the selected kiosks experience that alarm.

Selecting severity level 8 in the drop down would send emails for both connectivity alarms shown in the image above. There are many event subscriptions available, and how it needs to be configured is

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dependent on each kiosk in your Mzero Manage account. Some events also have multiple alarm statuses for the same severity level. Please read the detailed description for each event before subscribing.

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