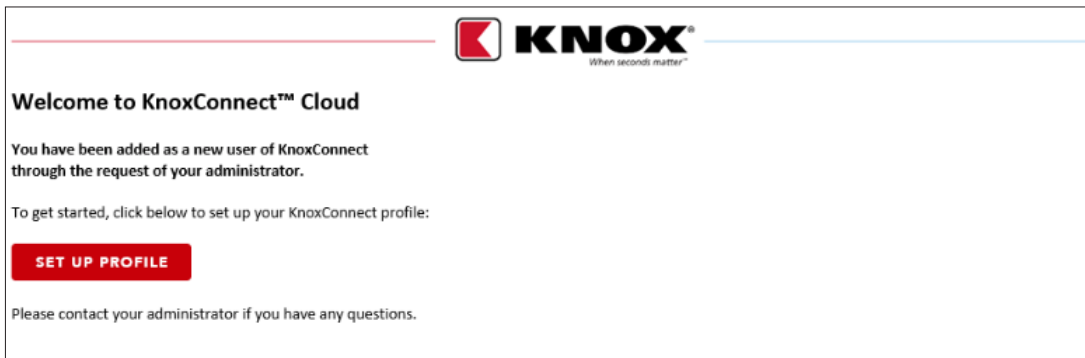## Username and Profile Setup

The following steps are completed by the field user after they have been added as a user in KnoxConnect. They will not be active in the system until they have completed the username and profile setup using the system generated email that is sent to them.
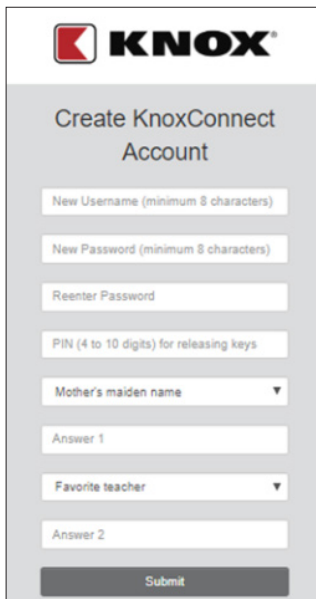
NOTE: If a field user cannot locate their welcome email, they should check their junk/spam email folder. The new user has 14-days to complete the process before the link expires. If the email has expired, the field user needs to contact their department's admin to have a new email generated.

1. To complete the new user set up process, select the **SET UP PROFILE** link in the email.

2. The user will be redirected to the **Set Up Profile** screen. They will need to complete each of the fields and answer the two security questions. The security questions will be used when attempting to restore their username or to restore a forgotten password. If the user PIN is User Selected, the Field User must also complete the PIN setup steps also, by following the instruction text next to the PIN field.

   NOTE: Passwords must be 12 to 40 characters and contain 3 of 4 character types including upper case, lower case, number or special characters.
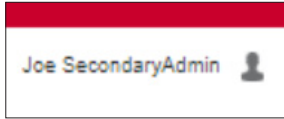

3. When completed select the **Submit** button to save.

4. The screen will respond with Success or instructions to correct or include additional information.
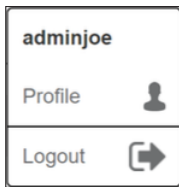
Viewing User PIN

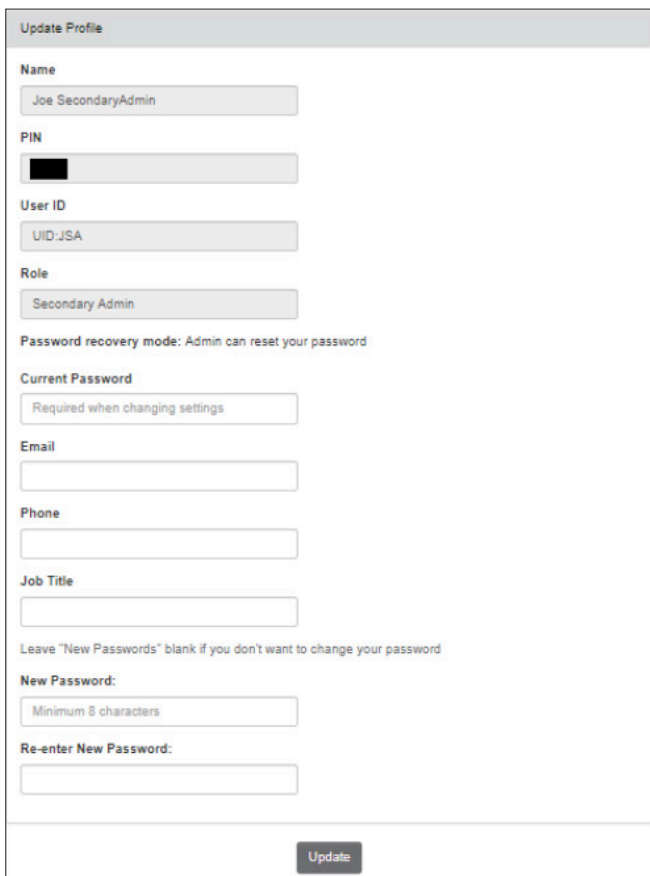A field user can view their PIN after logging into KnoxConnect.

1. Select the user icon, located in the upper-right corner of the KnoxConnect screen.

Joe SecondaryAdmin

2. From the dropdown menu select **Profile**.

adminjoe

Profile

Logout

3. From the profile the field user can view their name, PIN, User ID and role (these are view only). To make changes, the user must contact their department admin.

4. The field user may edit their email, phone, job title and password as needed.

Update Profile

Name
Joe SecondaryAdmin

PIN

User ID
UID:JSA

Role
Secondary Admin

Password recovery mode: Admin can reset your password

Current Password
Required when changing settings

Email

Phone

Job Title

Leave "New Passwords" blank if you don't want to change your password

New Password:
Minimum 8 characters

Re-enter New Password:

Update

5. Select the **Update** button to save changes.