



## Business & Municipal Account

### Adding a New User – Account Administrators

#### What:

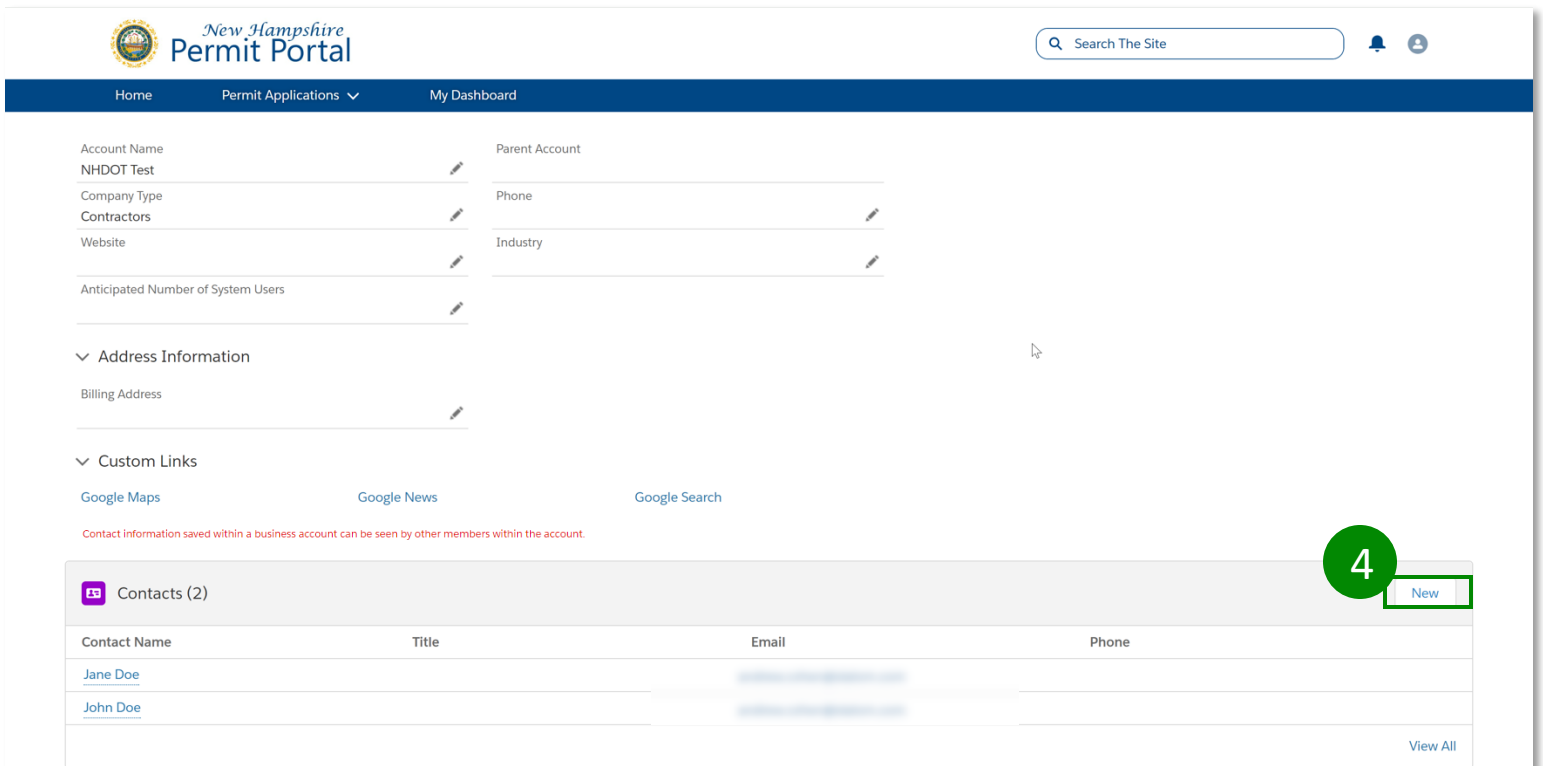
Within a business or municipality, the **Account Administrator/Company Point of Contact** will have the ability to **add** or disable users from the company’s account. This ensures that all relevant parties will have the ability to file, edit, and access permit applications from a single hub.

#### How:

1. Access the permit portal by clicking the link, [HERE](#) or typing the URL (<https://sonh.my.site.com/nhlpi/s/>) into your browser of choice.
2. Once you have already logged in, click the avatar (👤) in the top right corner
3. Select **My Account**



4. Click **New** at the bottom corner of the **Contacts** section and fill in the account information.



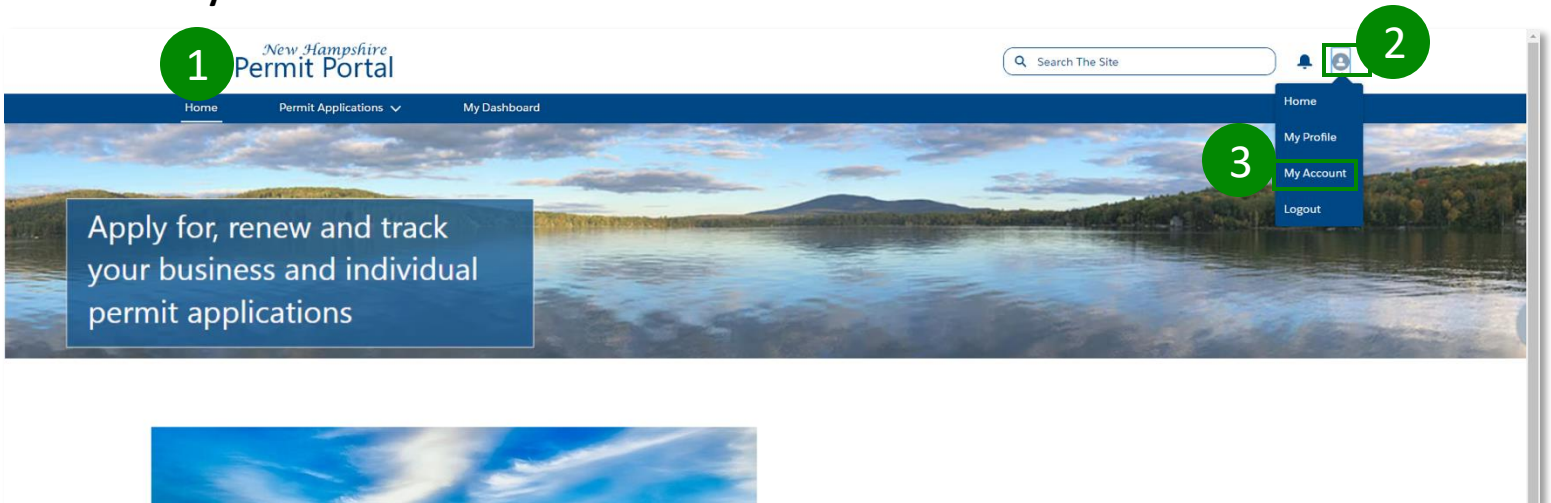
## Business & Municipal Account Deactivating a User's Account

### What:

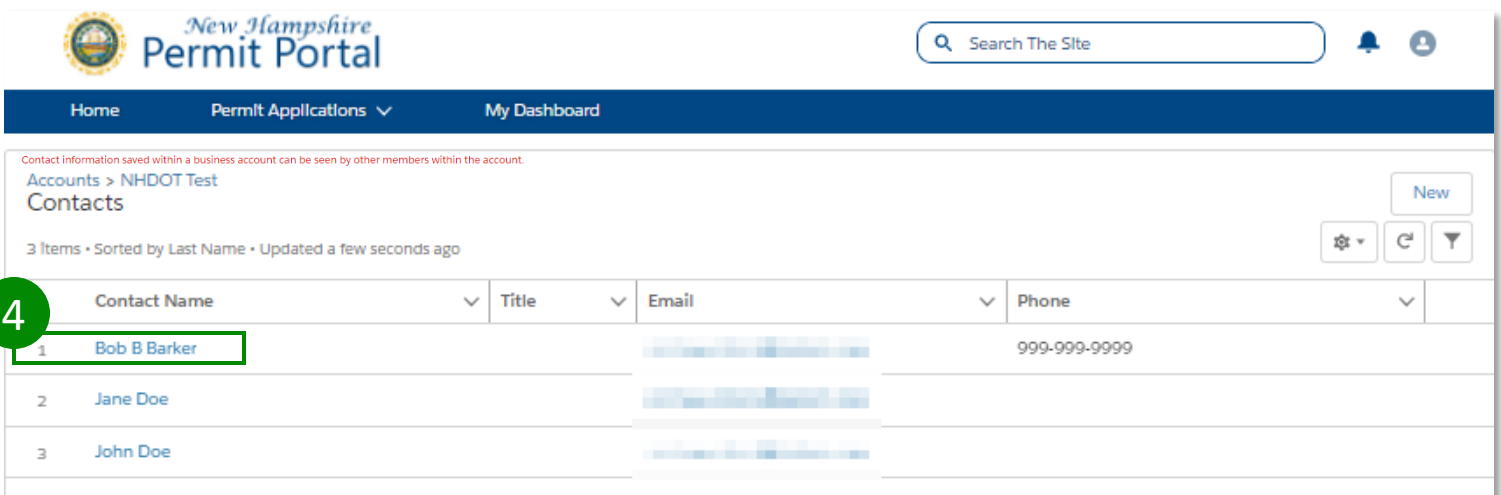
Within a Business or Municipality, the **Account Administrator/Company Point of Contact** will have the ability to add , **deactivate**, or disable users from the company's account. This ensures that all relevant parties will have the ability to file, edit, and access permit applications from a single hub. **Deactivating** a user's account allows the user to view their history and pickup on past records if the account is reactivated.

### How:

1. Access the permit portal by clicking the link, [HERE](#) or typing the URL (<https://sonh.my.site.com/nhlpi/s/>) into your browser of choice.
2. Once you have already logged in, click the avatar (👤) in the top right corner
3. Select **My Account**



4. Click on the **Contact's Name** that that you are trying to remove



Contact Name	Title	Email	Phone
1 Bob B Barker			999-999-9999
2 Jane Doe			
3 John Doe			



## Business & Municipal Account Deactivating a User's Account

5. In the top right corner, click, **View Customer Account**.

New Hampshire Permit Portal

Home Permit Applications My Dashboard

Contact bob b truck

Search The Site

Edit Disable Customer User **View Customer Account**

Title	Account Name	Phone (2)	Email	Contact Owner
	NHDOT_Test		bobtruck123@gmail.com	

Name	bob b truck	Phone	
Account Name	NHDOT_Test	Email	bobtruck123@gmail.com

6. After the user's account displays click, **Edit**, at the top of the screen

Manage External User

User Information

Username	bobtruck123@gmail.com	Email Encoding	Unicode (UTF-8)
Time Zone	(GMT-04:00) Eastern Daylight Time (America/New_York)	Role	
Locale	English (United States)	Profile	NHLPI Customer Community Login User
Language	English	Active	<input checked="" type="checkbox"/>
Alias	btruc		
Nickname	bobtruck123		

7. Uncheck the active box so that it goes from blue () to clear () .

Manage External User

User Information

Username	bobtruck123@gmail.com	Email Encoding	Unicode (UTF-8)
Time Zone	(GMT-04:00) Eastern Daylight Time (America/New_York)	Role	--None--
Locale	English (United States)	User License	Customer Community Login
Language	English	Profile	NHLPI Customer Community Login User
Alias	btruc	Active	<input type="checkbox"/>
Nickname	bobtruck123	Generate new password and notify user immediately	<input type="checkbox"/>

8. Once you uncheck the **active** box a disclaimer message will appear. If you would like to proceed, click, **Okay**

Deactivating users removes them from all delegated groups and sharing privileges. The following page prompts you to remove this user from any teams. You can still transfer this user's records to an active user and view the user's name under Manage Users.

OK



## Business & Municipal Account Deactivating a User's Account

9. To finalize the process, click, **Save** at the top of the user's screen.

**9**

**Manage External User** ! = Required Information

**User Information**

Username	<input type="text" value="bobtruck123@gmail.com"/>	Email Encoding	<input type="text" value="Unicode (UTF-8)"/>
Time Zone	<input type="text" value="(GMT-04:00) Eastern Daylight Time (America/New_York)"/>	Role	<input type="text" value="--None--"/>
Locale	<input type="text" value="English (United States)"/>	User License	<input type="text" value="Customer Community Login"/>
Language	<input type="text" value="English"/>	Profile	<input type="text" value="NHLPI Customer Community Login User"/>
Alias	<input type="text" value="btruc"/>	Active	<input type="checkbox"/>
Nickname	<input type="text" value="bobtruck123"/>	Generate new password and notify user immediately	<input type="checkbox"/>



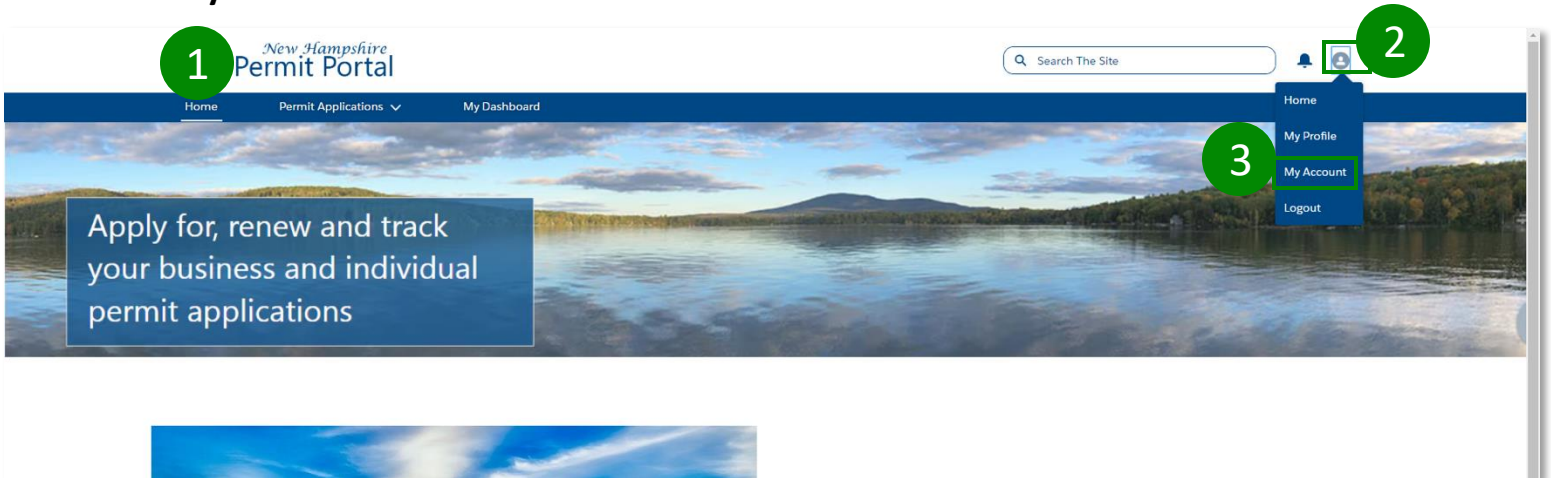
## Business & Municipal Account Disabling a User's Account

### What:

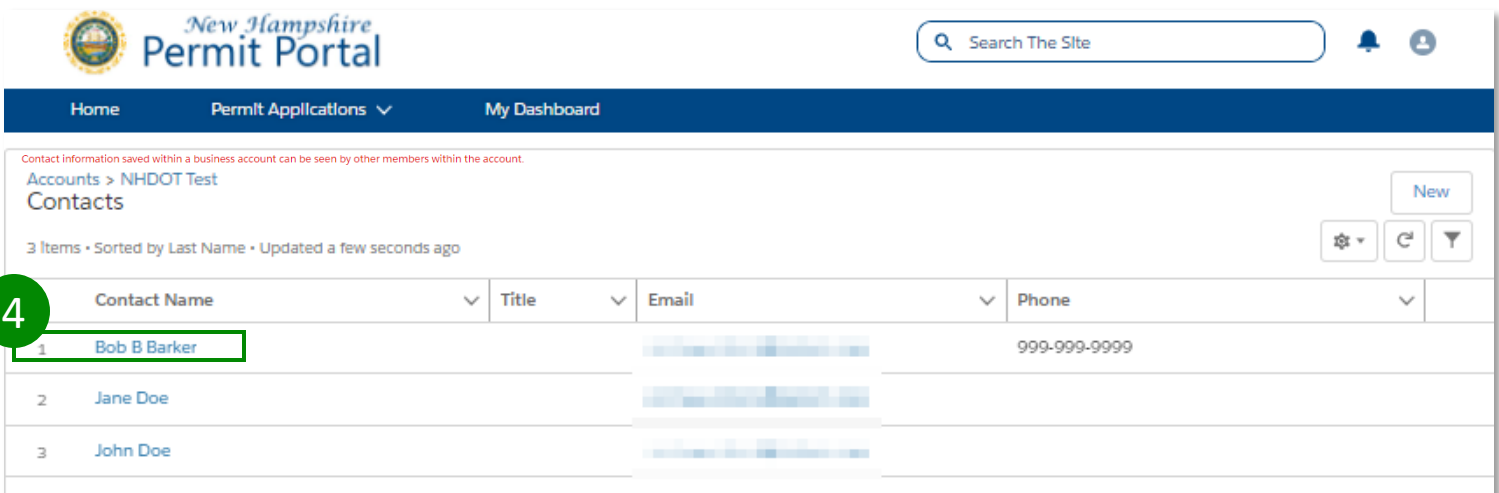
Within a Business or Municipality, the **Account Administrator/Company Point of Contact** will have the ability to add , deactivate, or **disable** users from the company's account. This ensures that all relevant parties will have the ability to file, edit, and access permit applications from a single hub. **Disabling** a user's account will remove them from the business or municipality's account. A **disabled** user will not retain account history or access to past applications. Please be cautious when **disabling** a user's account.

### How:

1. Access the permit portal by clicking the link, [HERE](#) or typing the URL (<https://sonh.my.site.com/nhlpis/>) into your browser of choice.
2. Once you have already logged in, click the avatar ( ) in the top right corner
3. Select **My Account**



4. Click on the **Contact's Name** that that you are trying to remove





## Business & Municipal Account Disabling a User's Account

5. In the top right corner, click, **Disable Customer Account**.

New Hampshire Permit Portal

Home Permit Applications My Dashboard

Contact bob b truck

Edit **Disable Customer User** View Customer User

Title	Account Name	Phone (2)	Email	Contact Owner
	NHDOT_Test		bobtruck123@gmail.com	

Name	bob b truck	Phone	
Account Name	NHDOT_Test	Email	bobtruck123@gmail.com

6. If you would like to proceed, please select, **Disable Customer User**. If you would not like to proceed, please select, **Cancel**. **If the user is reenabled they will not retain their account history. These users will be set up as a new account user.**

Disable Customer User

Disabling external users is permanent. They lose access to any portals or communities, and are removed from all groups, teams, and sharing rules with which they were associated. If you re-enable this contact for external access, the new external user that is created won't be associated with the previous external user. Are you sure?

Cancel **Disable Customer User**