

23.15. Managing users

About users and groups

As of version 3.13, mSupply has important improvements to its user management:

1. User permissions are now per-store, so a user can have different permissions when logged into different stores.
2. You can create and use user groups. Once a group is set up and permissions for the group assigned, any users that are assigned to the group will inherit the group's permissions, rather than having to set permissions for each user individually. When you change a group's permissions, you change the permissions for all users who belong to that group. This is very useful if you have a lot of users.

If you want to change a user's permissions and find out that all their permissions are greyed out and uneditable then it means they are a member of a group. To edit their permissions separately from the group, they must first be removed from the group:



- Edit the user, change the **Is a member of** to None, click **OK**.
- Edit the user, set permissions as required, click **OK**.

Refer to [Using groups](#) below for more details. If the user is to remain part of the group then you must change the group's permissions (see [Editing a group](#) below) but beware, this will change the permissions for all users who belong to the group, not just the user you're interested in.

If you want to disable a user, perhaps because the staff member has left the organisation, then they must be made 'inactive':



- Edit the user, uncheck the **Active** checkbox, click **OK**.

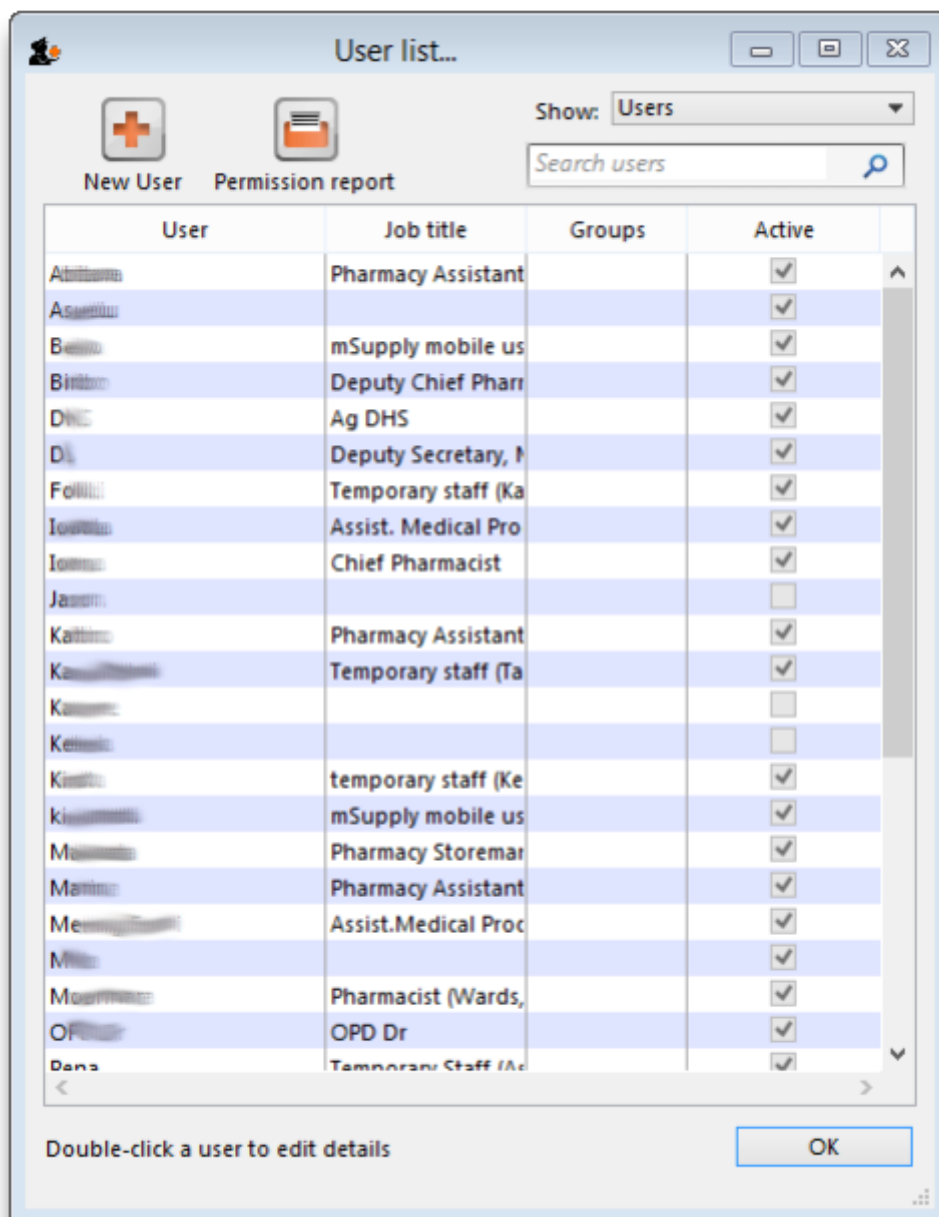
If the **Active** checkbox is greyed out, it is because they are a member of a group. You will need to first remove them from the group before you can make them 'inactive':

- Edit the user, change the **Is a member of** to None
- Edit the user, uncheck the **Active** checkbox, click **OK**.

Adding and editing users and groups

mSupply has a comprehensive system of controlling user access, allowing you to manage in fine detail what each user can do and see in the system. You can manage users individually, in groups or a mixture of both - whichever is most suitable for your situation.

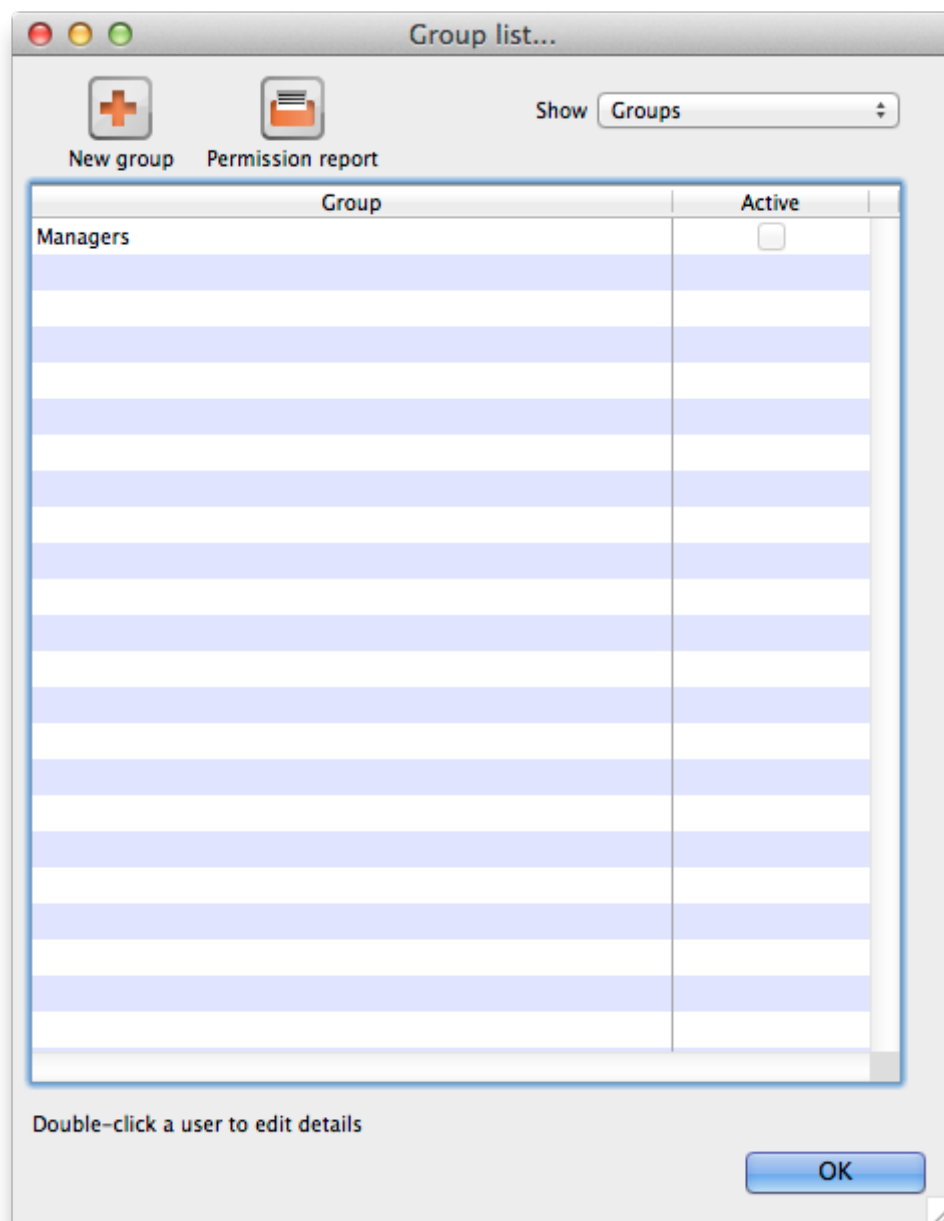
User access is managed by choosing **File > Edit users** from the menus, or by choosing **Admin > Edit users** in the Navigator. When clicking on this option you are presented with a list of current users:



The list shows you the following information:

- **User** The user's name.
- **Job title** The user's job title, as entered on the details tab of the user's details form.
- **Group** The group the user belongs to. Will be blank if the user does not belong to a group.
- **Active** Checked if the user is allowed to login to the system.

To view groups rather than users, choose **Groups** from the **Show** Drop-down list at the top-right of the window. The list changes slightly to look like this:



Now the list shows you slightly different information:

- **Group** The name of the group
- **Active** Checked if the group is active. If the group is active then all users in the group are allowed to login to the system. If the group is inactive (checkbox unchecked), all users in the group are inactive and are not allowed to login to the system.

To get a list of all current user permissions, click the **Permission Report** button. An Excel spreadsheet will be generated (see

sample

); it will have one worksheet for each store showing all the users and groups and what permissions they have in that store.

Double-click a user (or group) to edit their details or delete them. Click the **New User** button to add a new user (or the **New group** button to add a new group). Doing either will open the user details window (described below - for a new user or group all the tabs are empty, for an existing user or group the tabs are filled with their current settings)

User details window

Edit user...

User:

General | Permissions | Permissions (2) | Permissions (3) | Login rights | Details

Is a member of:

Password:

Confirm Password:

Active: ☒

Can be responsible officer: ☐

User Initials:

Language:

LDAP

Login using LDAP: ☐

LDAP login string:

Windows Username:

License category:

User belongs to State/Region:

User can:

- ☒ Login as Desktop user
- ☐ Use the Dashboard
- ☐ Receive email notifications
- ☐ Use web authorisation system

Signature

Add Remove

Tags

Delete Cancel OK

This window has several tabs, all described below.

General tab

Is a member of

Used to select the user group the user belongs to (see below). When the window loads, it displays the group the user currently belongs to. It will show “None” if they are not a member of any group.

Password

This text box will always appear empty when the window is loaded. It must be set for a new user. It can be used here to change the password of an existing user.

Confirm password

If something is entered in the *Password* textbox, then the same text must be entered in this textbox. This step makes sure you set the password to what you think you're setting it to!

Active

If this checkbox is checked, then that user has permission to use the system, and their name will appear in the login window. If this checkbox is unchecked the user will not be allowed to login to the system and their name will not appear in the login window.

Can be responsible officer

If this checkbox is checked, the name of that user will appear for selection in the [Responsible Officer](#) selector on the [Transport Details tab](#) of a [Customer invoice](#).

User initials

User initials should be entered in this field.

Language

Allows you to select which language the user wants to use in mSupply. As of 2020-08-04 supported languages are

- English
- French
- Lao
- Spanish
- Khmer
- Portuguese (partially complete)

LDAP section

This section can be used to check a user's login credentials against an LDAP (Lightweight Directory Access Protocol) server. If you are going to use LDAP you must fill in the server details in the [General Preferences, LDAP tab](#) first.

- **Login using LDAP:** Check this if you want this user's login details to be checked against your LDAP server. Means that you can have some users logging in normally and some being checked against your LDAP server. Helpful if there's a delay in users being given LDAP credentials for any reason.
- **LDAP login string:** Enter any string which has to be used with the LDAP login. Will be provided by the LDAP administrator if required.

Windows username

The username the user logs into window systems with. Used to provide single-sign-on capability when the user is logging in remotely to an mSupply client running on a Windows server.

License category

Used to select which user license category the user belongs to. This will contain a list of all user categories currently set up in the datafile. See [License management](#) for details.

User belongs to State/Region

Used to select the [name category 1](#) that the user belongs to. Only used in some customised versions of mSupply.

Signature

Use to add or remove an image of a user's scanned signature for displaying on invoices for example

User Can:

Used to give the following controls to Users

- Login as Desktop user
- Use the Dashboard - this is necessary if you want the user to be able to see dashboards
- Receive email notifications - this is necessary to enable reports to be emailed on a schedule to a user or group of users. Multiple reports for a User will appear on different tabs of an excel workbook. This needs to be configured by Sustainable Solutions, so get in touch if you're interested and we'll set this up for you.
- Use [web authorisation](#) system

Permissions tabs

These are where you can set access to the many features and functions on a store-by-store basis for each user or group. There are three Permissions tabs and each are shown in the screenshots below.

Buttons on the Permissions tabs

- The *Store* drop down list: Selects the store for which permissions are being displayed and set on the current tab. This is how you set permissions in different stores for users.
- The *All on* button: Checks all the permissions on the current tab i.e. turns them all on. There are exceptions to this for safety reasons e.g. the *Can update pack size, cost and sell price* permission on the **Permissions** tab.

- The *Copy* button: Copies the state of all the checkboxes on the tab for this store to an internal clipboard for that tab.
- The *Paste* button: Pastes the checkbox settings saved to the clipboard for the current tab to this tab. In this way, the Copy and Paste buttons are a great way of copying permission settings for tabs between stores - really handy when users have similar permissions in different stores.

Edit user

User: Store:

General **Permissions** Permissions (2) Permissions (3) Notifications Login rights Details Dashboard

Ordering	Items	Admin	Goods receiving	Special
<input checked="" type="checkbox"/> View purchase orders	<input checked="" type="checkbox"/> Create new items	<input checked="" type="checkbox"/> Add / edit users	<input checked="" type="checkbox"/> View goods received	<input checked="" type="checkbox"/> Add / edit currencies
<input checked="" type="checkbox"/> Delete purchase orders	<input checked="" type="checkbox"/> View items	<input checked="" type="checkbox"/> Access server administration	<input checked="" type="checkbox"/> Add/edit goods received	<input checked="" type="checkbox"/> Add / edit reminders
<input checked="" type="checkbox"/> Edit purchase orders	<input checked="" type="checkbox"/> Edit items	<input type="checkbox"/> Edit authorisers	<input checked="" type="checkbox"/> Authorise goods received	<input checked="" type="checkbox"/> View and print labels
<input checked="" type="checkbox"/> Edit purchase order pricing	<input checked="" type="checkbox"/> Delete items	<input type="checkbox"/> Clone database	<input checked="" type="checkbox"/> Finalise goods received	<input checked="" type="checkbox"/> Add / edit misc labels
<input checked="" type="checkbox"/> Manage tenders	<input checked="" type="checkbox"/> Duplicate items	<input type="checkbox"/> Edit periods and period schedules	<input type="checkbox"/> Disallow adding an unordered item to a Goods Received note	<input checked="" type="checkbox"/> Add / edit abbreviations
<input checked="" type="checkbox"/> Finalise purchase orders	<input checked="" type="checkbox"/> Create repacks or split stock	<input type="checkbox"/> Add/edit sync sites		<input checked="" type="checkbox"/> Add / edit warnings
<input checked="" type="checkbox"/> Authorise purchase orders	<input checked="" type="checkbox"/> Edit repacks	<input type="checkbox"/> Edit insurance providers		<input checked="" type="checkbox"/> Add / edit prescribers
	<input checked="" type="checkbox"/> View pricing information for items			<input checked="" type="checkbox"/> Add / edit transaction categories
	<input checked="" type="checkbox"/> Edit item units list			<input checked="" type="checkbox"/> Add / edit contacts
	<input checked="" type="checkbox"/> Merge two items...			<input checked="" type="checkbox"/> Merge prescribers
	<input checked="" type="checkbox"/> Add / edit departments			<input type="checkbox"/> Add and edit options
	<input checked="" type="checkbox"/> Consolidate stock			<input type="checkbox"/> Add / edit vaccinators
	<input checked="" type="checkbox"/> View stock			
	<input checked="" type="checkbox"/> Edit stock			

Supplier invoices with issued stock
☐ Update pack size, cost and sell price

Tenders...
☒ Create & edit tenders

All on **Copy** **Delete** **Cancel** **OK**

Edit user

User: Store:

General Permissions **Permissions (2)** Permissions (3) Notifications Login rights Details Dashboard

Names <ul style="list-style-type: none"><input checked="" type="checkbox"/> Create customer, supplier & manufacturer names<input checked="" type="checkbox"/> View customer, supplier & manufacturer names<input checked="" type="checkbox"/> Edit customer, supplier & manufacturer names<input checked="" type="checkbox"/> Delete names<input checked="" type="checkbox"/> Edit name codes<input checked="" type="checkbox"/> Edit name charge code<input checked="" type="checkbox"/> Merge names<input checked="" type="checkbox"/> Edit name categories<input checked="" type="checkbox"/> Create & edit patient events<input checked="" type="checkbox"/> Add patients<input checked="" type="checkbox"/> Edit patient details<input type="checkbox"/> Add and edit insurance policies<input checked="" type="checkbox"/> Add / edit name groups<input checked="" type="checkbox"/> Update master code	Invoices <ul style="list-style-type: none"><input checked="" type="checkbox"/> Create customer invoices<input checked="" type="checkbox"/> View customer invoices<input checked="" type="checkbox"/> Edit customer invoices<input checked="" type="checkbox"/> Create supplier invoices<input checked="" type="checkbox"/> View supplier invoices<input checked="" type="checkbox"/> Edit supplier invoices<input checked="" type="checkbox"/> Edit comments on finalised invoices<input checked="" type="checkbox"/> Import supplier invoices<input checked="" type="checkbox"/> Duplicate supplier & customer invoices<input checked="" type="checkbox"/> Finalise multiple invoices<input checked="" type="checkbox"/> Finalise customer invoices<input checked="" type="checkbox"/> Finalise supplier invoices<input checked="" type="checkbox"/> Finalise repacks<input checked="" type="checkbox"/> Finalise inventory adjustments<input checked="" type="checkbox"/> Cancel finalised invoices<input checked="" type="checkbox"/> Change transportation dates on finalised invoice<input checked="" type="checkbox"/> Edit user fields on finalised invoices<input checked="" type="checkbox"/> Customer stock takes: show internal analysis columns by default<input checked="" type="checkbox"/> Change invoice category on finalised invoice<input type="checkbox"/> Return stock from customer invoices<input type="checkbox"/> Return stock from supplier invoices<input checked="" type="checkbox"/> Create supplier credits<input type="checkbox"/> Overwrite total amount in prescriptions	Invoices <ul style="list-style-type: none"><input checked="" type="checkbox"/> Authorise customer invoices<input checked="" type="checkbox"/> Authorise supplier invoices<input type="checkbox"/> Create cash transactions<input type="checkbox"/> Pack boxes Builds and bill of materials <ul style="list-style-type: none"><input checked="" type="checkbox"/> View cost prices on builds<input checked="" type="checkbox"/> Finalise builds<input checked="" type="checkbox"/> View bill of materials<input checked="" type="checkbox"/> Edit bill of materials<input checked="" type="checkbox"/> Build items<input checked="" type="checkbox"/> Edit build items Cash transactions <ul style="list-style-type: none"><input checked="" type="checkbox"/> Make cash payments<input checked="" type="checkbox"/> Receive cash<input checked="" type="checkbox"/> Edit payment note field Transfers <ul style="list-style-type: none"><input checked="" type="checkbox"/> Transfer goods between stores<input checked="" type="checkbox"/> Finalise stock transfers Printing <ul style="list-style-type: none"><input checked="" type="checkbox"/> Print duplicate packing slips<input checked="" type="checkbox"/> Print duplicate customer invoices
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All on Copy Delete Cancel OK

Edit user

User: Store:

General Permissions **Permissions (2)** **Permissions (3)** Notifications Login rights Details Dashboard

Document management Tenders <ul style="list-style-type: none"><input checked="" type="checkbox"/> Upload tender document<input checked="" type="checkbox"/> Download tender document<input checked="" type="checkbox"/> Delete tender document Quotes <ul style="list-style-type: none"><input checked="" type="checkbox"/> Upload quote document<input checked="" type="checkbox"/> Download quote document<input checked="" type="checkbox"/> Delete quote document<input checked="" type="checkbox"/> Modify quotes entered by the supplier (via the website) Items Lines (Batches of Stock) <ul style="list-style-type: none"><input checked="" type="checkbox"/> Upload batch document<input checked="" type="checkbox"/> Download batch document<input checked="" type="checkbox"/> Delete batch document Stocktakes <ul style="list-style-type: none"><input checked="" type="checkbox"/> Create stocktake<input checked="" type="checkbox"/> Delete stocktake<input checked="" type="checkbox"/> Add stocktake lines<input checked="" type="checkbox"/> View stocktake lines<input checked="" type="checkbox"/> Edit stocktake lines<input checked="" type="checkbox"/> Delete stocktake lines<input checked="" type="checkbox"/> Edit stocktake dates	Virtual Stores <ul style="list-style-type: none"><input checked="" type="checkbox"/> Create new stores<input checked="" type="checkbox"/> Edit store details<input checked="" type="checkbox"/> Edit visibility in stores<input checked="" type="checkbox"/> Edit store credentials Reminders <ul style="list-style-type: none"><input checked="" type="checkbox"/> Edit and delete reminders assigned to me Admin <ul style="list-style-type: none"><input checked="" type="checkbox"/> Send email<input checked="" type="checkbox"/> Purge old records<input checked="" type="checkbox"/> View log<input checked="" type="checkbox"/> Set start of year stock<input checked="" type="checkbox"/> View/edit preferences<input checked="" type="checkbox"/> Export & import<input checked="" type="checkbox"/> Backup data file Vaccines <ul style="list-style-type: none"><input checked="" type="checkbox"/> View temperature breach configuration<input checked="" type="checkbox"/> View and edit vaccine vial monitor status<input checked="" type="checkbox"/> View sensor details<input checked="" type="checkbox"/> Edit sensor location Replenishments <ul style="list-style-type: none"><input checked="" type="checkbox"/> Can be a worker<input checked="" type="checkbox"/> Can authorise replenishments<input checked="" type="checkbox"/> Can finalise replenishments	Customer budgets <ul style="list-style-type: none"><input checked="" type="checkbox"/> Add/import customer budgets<input checked="" type="checkbox"/> Edit/delete customer budgets Registration <ul style="list-style-type: none"><input checked="" type="checkbox"/> Add/edit registrations<input checked="" type="checkbox"/> Change registration status Requisitions <ul style="list-style-type: none"><input checked="" type="checkbox"/> View requisitions<input checked="" type="checkbox"/> Create and edit requisitions<input checked="" type="checkbox"/> Administer finalised report type requisitions<input checked="" type="checkbox"/> Create customer invoices from requisitions Supplier Hub <ul style="list-style-type: none"><input checked="" type="checkbox"/> View and edit supplier hub details Assets <ul style="list-style-type: none"><input checked="" type="checkbox"/> View assets<input checked="" type="checkbox"/> Add/edit assets<input checked="" type="checkbox"/> Setup assets<input checked="" type="checkbox"/> Change asset status
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All on Copy Delete Cancel OK

Most of the permissions are self explanatory. Those that need more explanation are given below:

Permission	Details
Permissions Tab	
Add/edit users	To prevent you being locked out of your datafile permanently, mSupply will not allow you to turn off this preference for the first 2 users which already exist when you open mSupply for the first time. You should always treat these users as admin users.
Permissions (2) Tab	
Change transportation dates on finalised invoice	If checked, the user can edit the Order written date, Order received date, Expected arrival date, Actual arrival date and Ship date fields on the <i>Transport details</i> tab of finalised customer invoices
Edit user fields on finalised invoices	The user fields are the 4 custom transaction fields that can be enabled in the preferences - see Invoices Preferences for details. If this is enabled the user can edit the contents of these fields on transactions that have already been finalised
Change invoice category on finalised invoice	If checked the user can edit the transaction category of invoices (customer, supplier and inventory adjustments)
Transfer goods between stores	If checked the user can create a customer invoice with a store as the customer (i.e create a stock transfer)
Finalise stock transfers	If checked the user can finalise a customer invoice where the customer is another store (i.e. a stock transfer)
Return stock from supplier invoices	If checked a <i>Return selected lines</i> button will appear for the user on finalised supplier invoices, allowing them to return the goods on the invoice. See the 9.01. Returning goods section for details
Permissions (3) Tab	
Edit stocktake dates	If checked the user can edit the <i>Stock take date</i> field at the top of a stocktake and the confirmed date of inventory adjustments created from the stocktake (see Creating a new stocktake) for details
Edit store details	If checked the user can edit the store details and preferences , including using the bulk store preferences editor .
Edit visibility in stores	If checked the user can edit the visibility of names and items in different stores. If it is unchecked they can't - either in the <i>Store</i> tab of a name or item's details window or the <i>Visibility</i> tab of a store's details window (in fact, the <i>Visibility</i> tab won't even be visible for them)
Add/import customer budgets	If this is checked the user can import or add budgets for a customer, if unchecked they cannot
Edit/delete customer budgets	If this is checked the user can edit or delete budgets for a customer, if unchecked they cannot
Create customer invoices from requisitions	If this is checked the user can create customer invoice from the <i>Create customer invoice</i> button on requisitions. You can use this in conjunction with the <i>Create customer invoices</i> permission on the Permissions (2) tab to force all distribution to be carried out from requisitions.

Login rights tab

On this tab you set which stores the user can login to:

The screenshot shows the 'Edit user...' dialog box with the 'Details' tab selected. The user 'Kekeia' is entered in the 'User' field. The 'Details' tab contains the following fields:

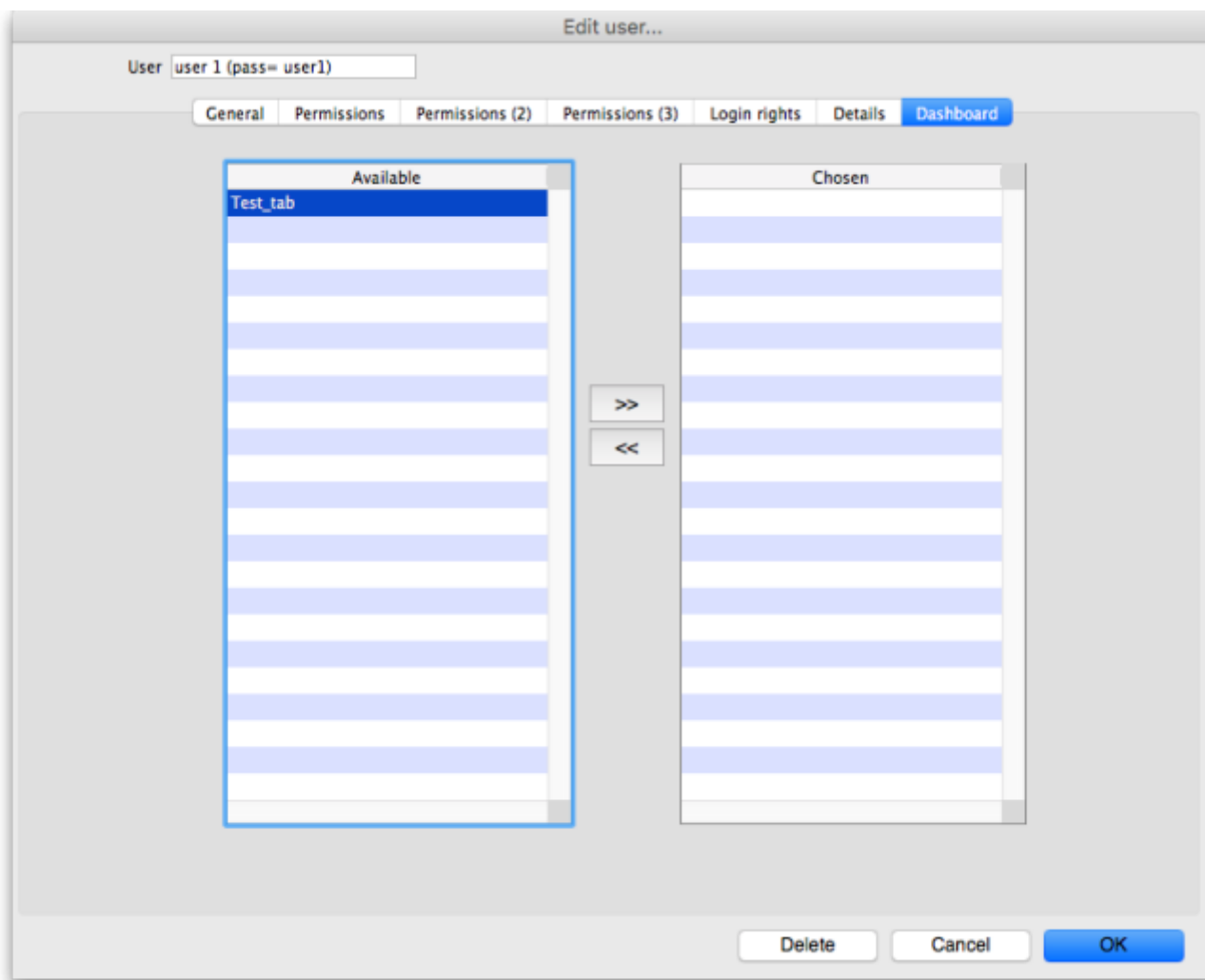
- Full name:** First name, Last name, Date of birth (00/00/00)
- Dates:** Date created (10/11/2008), Date left (00/00/00)
- Contact details:** Address 1, Address 2, Phone 1, Phone 2, E-mail, Job title
- Supplier invoices with issued stock:** ☐ Can update pack size, cost and sell price

At the bottom right, there are three buttons: 'Delete', 'Cancel', and 'OK'.

Here some personal details including job title, address and email address of the user can be recorded. The job title will appear in the *Job title* column in the list of users and the email address is used when using email functionality or other special functions in mSupply.

Other than that, these fields are for reference only, providing a handy place to record information about your system users.

Dashboard tab



On this tab you set which dashboard tabs will appear on the dashboard when the user logs into it. Of course, you have to set up the dashboard tabs before you can assign them to a user's dashboard. See [Dashboard](#) for instructions on doing that.

Once the dashboard tabs have been setup, they will appear in the *Available* column of this tab. You can see the "Test_tab" in the screenshot above. Anything in the *Chosen* column will be displayed on the user's dashboard. So, to make a dashboard tab appear on the user's dashboard, select it in the *Available* column and click on the >> icon to move the tab into the *Chosen* column. And to remove a dashboard tab from the user's dashboard, simply select it in the *Chosen* column and click on the << icon to move it back into the *Available* column.

Create a new user

To create a new user do this:

1. Go to *File > Edit users...* and click on the **New user** button
2. Enter the user name
3. Assign a password
4. Enter the password again in the *Confirm password* text box
5. Go to the permissions tabs and set up permissions (3 tabs) **OR** select which group the user is to belong to using the *Is a member of* drop down list on the General tab (you must do one of these because you'll have noticed that when you create a new user they have absolutely no

permissions at all!)

6. Go to the Login rights tab and set the stores the user can login to.
7. Click **OK** when you're done.
8. The user should now be able to log in.
9. After the user logs in, they may want to [change their password](#).

Delete a user or group

To delete a user do this:

1. Go to *File > Edit users...*
2. Double-click the name of the user or group you want to delete in the list
3. Click on the *Delete* button on the bottom of the edit user window that opens

Note that you won't be able to delete a group that has users belonging to it. If you really want to delete the group, remove all users from the group first by editing their *Is a member of* fields.

Managing and using groups

Adding a group

Show the list of groups by opening the “Edit user” window and then choosing “Groups” from the “Show” Drop-down menu

The screenshot shows a window titled "Add new groups...". It has a tabbed interface with tabs for "General", "Permissions", "Permissions (2)", "Permissions (3)", and "Log-on modes". The "General" tab is selected. In this tab, there is a "Group name" field containing the text "Managers". Below this are fields for "Is a member of" (set to "None"), "Password", and "Confirm Password". There are also checkboxes for "Active" and "Can be responsible officer", a "User Initials" field, and a "Language" dropdown set to "English". An "LDAP" section contains a "Login using LDAP" checkbox and an "LDAP login string" field. To the right of these fields is a "Signature" section with a large empty box and "Add" and "Remove" buttons. At the bottom of the window are "Delete", "Cancel", and "OK" buttons.

Note that you will only be able to set checkboxes which can have different settings in different stores. Anything that is not a checkbox and or any checkbox that applies across all stores cannot be set in a group's permissions (another way of saying this is that they cannot be controlled by a group). These items will all be disabled when creating or editing a group and are editable in the individual users' permissions only.

Editing a group

First, show the list of groups by opening the "Edit user" window and then choosing "Groups" from the "Show" Drop-down menu

The screenshot shows the 'Edit user...' dialog box with the 'General' tab active. The 'User' field is 'user1'. The 'Is a member of' dropdown is set to 'None' and is highlighted with a red box. Other fields include Password, Confirm Password, Active (checked), Can be responsible officer (unchecked), User Initials, Language (English), and LDAP options. A signature box is on the right. Buttons at the bottom are Delete, Cancel, and OK.

4. Click on the OK button to save you changes.

User license categories

A menu item on the Special menu of the navigator gives access to a form to view and edit user license categories, including the number of users belonging to them that can be logged in at any one time. A DDL on the user input form allows a user to be assigned to a category and a new permission covers the ability to edit these license categories and membership of them. Finally, a check on the OK button of the login form will check that there are less than the maximum users belonging to the license category the user belongs to already logged in.

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