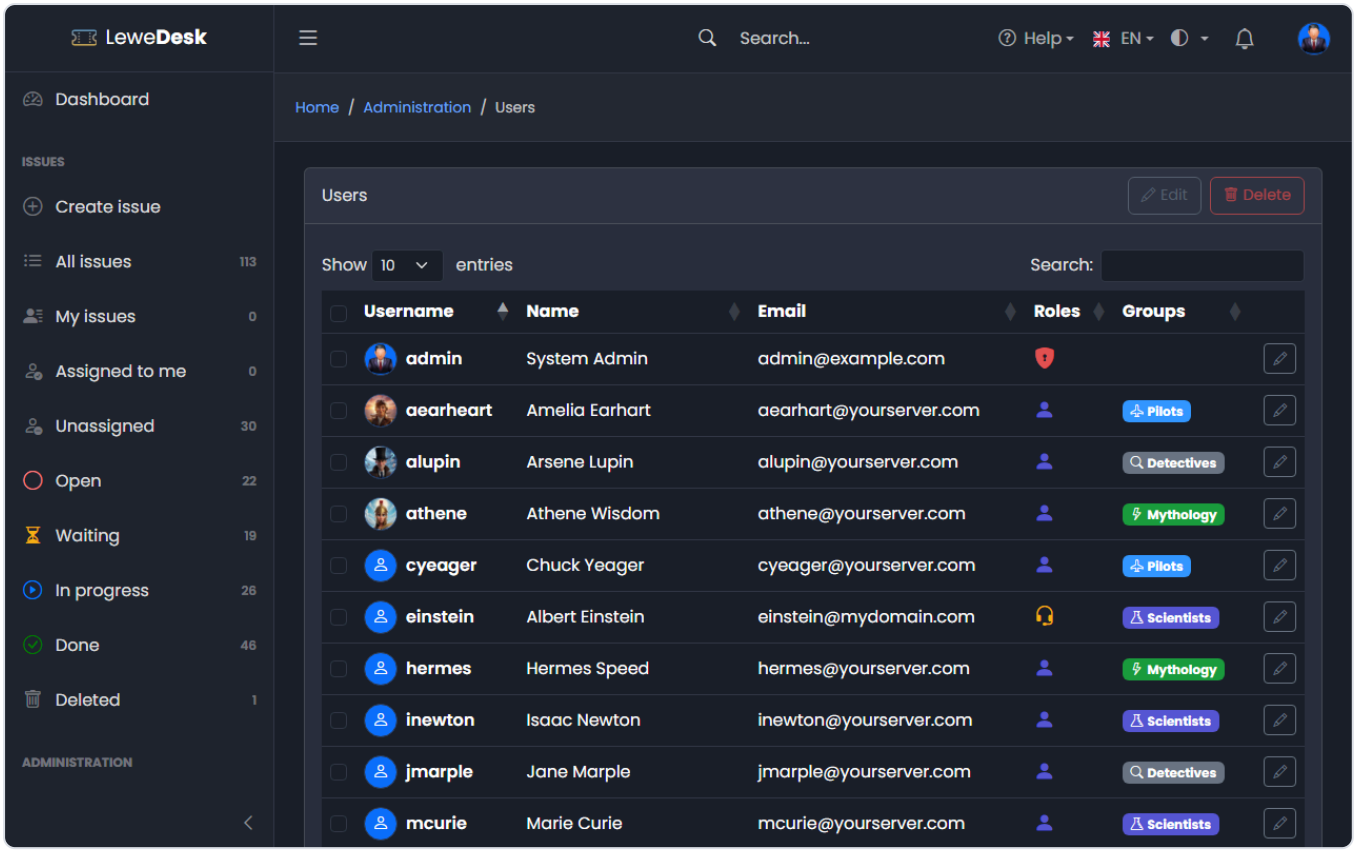
Users



The list shows username, name, email, roles, groups and the two factor authentication status (shield icon) of every account.

Users create their own accounts on the registration page (see Login and Registration). Administrators then assign roles and groups here. Administrators can also create accounts with **Add**. When LDAP or OIDC authentication is active, the registration is switched off and **Add** is the only way to create an account.

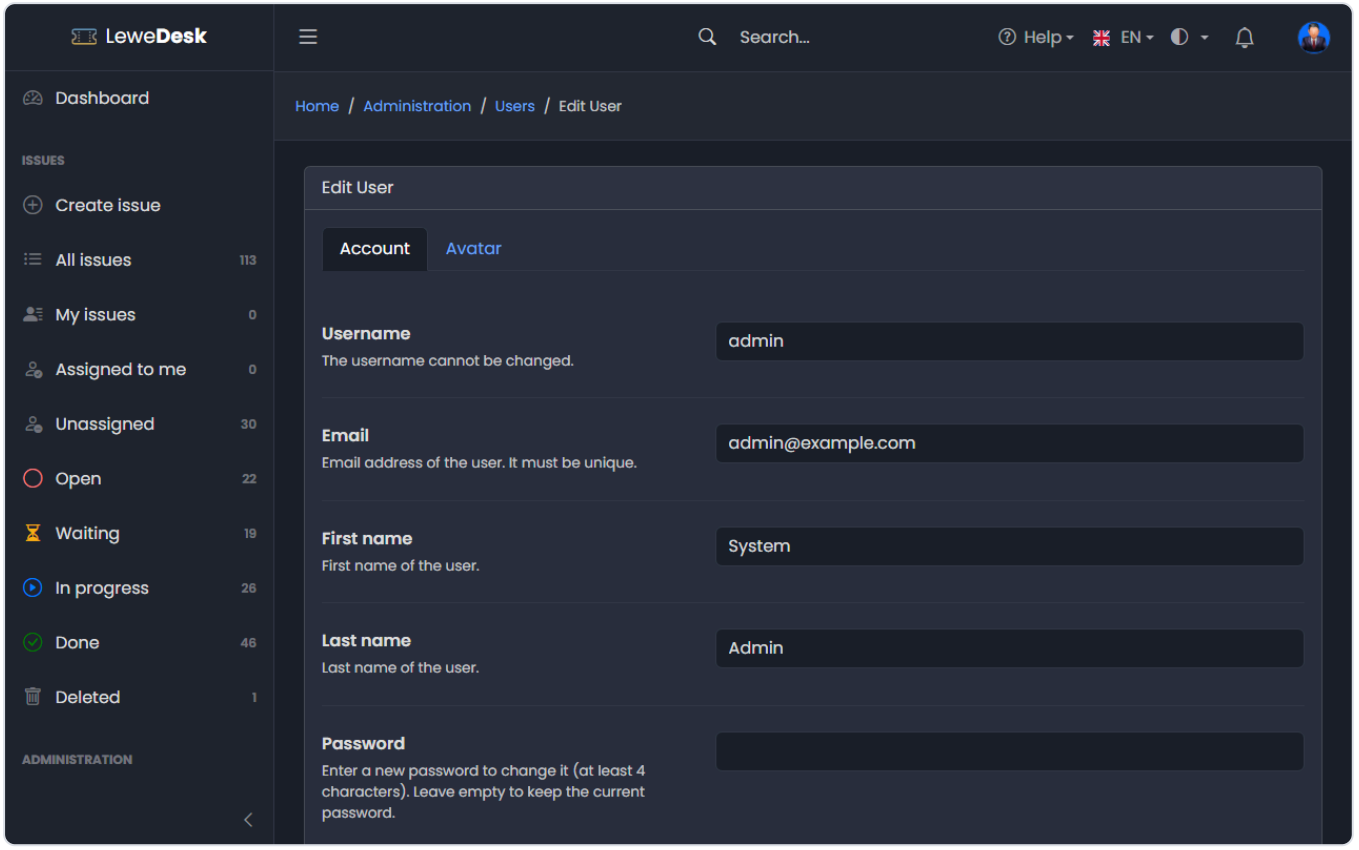
Buttons

Button	Function
Add	Opens the Add page to create a user
Edit	Opens the Edit page for the selected user (or the pencil in the row)
Delete	Deletes the selected users after a confirmation

Add User

Fill in username (3 to 50 characters: letters, digits, `_`, `.` and `-`; it cannot be changed later), email, names, roles and groups, and click **Save**. Without LDAP you also set the first password (at least 4 characters). With LDAP no password is asked: the user logs in with the LDAP password, and the username must be the one used in LDAP. With OIDC no password is asked either: the username must equal the `preferred_username` at the identity provider. The creation is recorded in the Audit Log (`user.created`).

Edit User



Account tab

Field	Description
Username	The username cannot be changed
Email	Email address of the user. It must be unique.
First name	First name of the user
Last name	Last name of the user
Password	Enter a new password to change it (at least 4 characters). Leave empty to keep the current password
Roles	Roles assigned to the user. Hold Ctrl (Cmd) to select several.
Groups	Groups the user belongs to. Hold Ctrl (Cmd) to select several.
Two factor authentication	Shows whether the user has set up 2FA. **Reset 2FA** switches it off (see below).

With LDAP authentication the password field is replaced with a note for every user except **admin**: the password is managed in LDAP and cannot be changed here. The user list shows an **LDAP** badge next to these users. With OIDC authentication it is the same, with an **SSO** badge.

Avatar tab

Select the picture that is shown for the user. Users can also change their own avatar in their profile.

Resetting two factor authentication

If a user lost the device with the authenticator app, click **Reset 2FA** in the Account tab of the user and confirm. The user can then log in with the password only. If 2FA is mandatory (see Settings), the user has to set it up again at the next login. Users can only set up 2FA for themselves.

The reset is recorded in the Audit Log (`auth.2fa_reset`), with the administrator as the actor and the user as the target. The same goes for changes to an account (email, names, password, roles, groups) and for deleting it.

Assigning issues: the role Agent

Only users with the role **Agent** can be assigned to issues. Give the role to every member of your support team. If a user loses the role Agent, their assignments are cleared.

Deleting users

If a user is a participant in issues (as reporter, assignee, commenter or watcher), the confirmation dialog tells you how many. After the deletion their name is replaced with *Deleted user* in these issues. The issues themselves stay.

> ⚠ Deleting a user cannot be undone.

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