How To Manage Users

How to add a user to your Lawyer Checker Account

If you are an administrator, you can add users to the account:

If you are an administrator and you would like to add a new user you will need to go to 'Account' and 'Manage Users'. Underneath 'Users' there is a section called 'Add New Users'.

Here, the email address and name of the person you want to add to the account will need to be filled in. You can then press 'Add New User' and the user will now be active. They will now be able to log in using the email address you inserted as their username. They will be sent a pin and temporary password which they can use to log in, before being prompted to create a permanent password of their own. The pin will remain the same as given in the email.

If you are not the administrator and you want to add a new user, you will need to contact the administrator(s) and they can add a new user:

To find out who the administrator is, you will need to go to 'Account' and 'Manage Users'. Here, any administrators on the account will have the box under 'Admin' ticked. The administrator will then need to follow the steps above to add a user to the firm account.

How to deactivate a user from your Lawyer Checker Account

If you are an administrator on the account, you can deactivate users:

To deactivate a user from your firm account you will need to go to 'Account', 'Manage Users' and click 'Delete' next to the user you would like to deactivate.

If you are not the administrator, you will need to contact the administrator(s) for your account so that they can deactivate the user. To find out who the administrator is, you will need to go to 'Account' and 'Manage Users'. Here, any administrators will have the box under 'Admin' ticked.

Once a user has been deactivated they will no longer be able to log into Lawyer Checker. If you have mistakenly deactivated a user and would like to reactivate them on your account please email **support@lawyerchecker.co.uk** or phone **0800 133 7127**.

How to change/add another admin user

If you are an administrator on the account, you can change staff member's privileges.

If you are not an administrator, you will need to contact your administrator(s) and they will be able to complete this request for you. To find out who the administrator is, you will need to go to 'Account' and 'Manage Users'. Here, any administrators will have the box under 'Admin' ticked.

If you are an administrator and you would like to edit staff member's privileges you will need to go to 'Account' and 'Manage Users'. You will be able to add another user as an administrator, reset a user's credentials and deactivate users on the account.

If you would like to add another administrator on your account, tick the 'Admin' box next to the required user. If you would like to reset a user's credentials, you will need to press 'Reset Credentials' next to the required user. If you would like to deactivate a user, you will need to press 'Delete' next to the required user.

How Many Administrators should we have on our account?

We advise for you to have a minimum of two administrators on your account.

Invoices

If you are an invoice recipient on the account, you will receive monthly invoices.

If you would like to see a previous invoice you can access these by going to 'Account' and 'Invoices'. Any user on the firm account can access these and you can view all previous invoices. Only invoice recipients can request for an invoice to be resent to their email from our support team and we cannot resend an invoice to any other user.

If you are the administrator on the account and you would like to change the invoice recipient on the account, please contact our team at **support@lawyerchecker.co.uk** or phone **0800 133 7127**. If you are not an administrator on the account and you would like to be added as an invoice recipient, you will need to contact the administrator(s) and ask them to contact our team. To find out who the administrator is, you will need to go to 'Account' and 'Manage Users'. Here, any administrators will have the box under 'Admin' ticked.

Reset of credentials

Users can do this themselves through their account by pressing 'Forgotten your password/PIN?' on the Lawyer Checker home page.

If you cannot log into your account you will then need to press 'Forgotten your password/PIN?' You will then be redirected to a new page where you will need to enter your email address and you will then receive an email with a new PIN and temporary password. You will then be prompted to change this password when you log in using the details in the email. The new PIN will not change.

Users can also change their credentials through the administrator on the account.

If you cannot reset your credentials using the steps above, you will need to contact the administrator on the account. To find out who the administrator is, you will need to go to 'Account' and 'Manage Users'. Here, any administrators will have the box under 'Admin' ticked. The administrator will then be able to reset your credentials. They need to press 'Reset Credentials' next to the required user on the 'Account' and 'Manage Users' page.