

Administrator essentials checklist

Use this for every change to who can access your Presspage account: new users, role and access changes, MFA resets and departures. Only Administrator users can open User Management.

 **Where to find it:** click the user icon at the far right of the navigation bar, then **Admin settings**. The dashboard lists all users with Date Created, Last Active and your Unused Seats count.



1. Onboarding

Add a new user

Before day one

- ☐ Check **Unused Seats** — you need a free seat to add someone.
- ☐ Search by name or email to make sure the user doesn't already exist.
- ☐ Click **Add User** and enter first name, last name and email.
- ☐ Double-check the email — it's the user name and where login details are sent.
- ☐ Pick a role (Admin, Manager or Contributor) and the user's timezone, then **Save**.
- ☐ Tell the user to look for the setup email and to have an authenticator app ready.

 Presspage staff can't create users for you. An Administrator on your side has to do it.



2. Access assignment

Role, accounts and languages

Required

- ☐ Find the user in the list and check the **User Role** dropdown.
- ☐ Click **edit** next to their name to open **Account Access**.
- ☐ Switch on each account they need. **Every new user needs an account and/or language**.
- ☐ Assign only the languages they need within each account.
- ☐ Managers can have more than one client account. Admins get all accounts automatically.
- ☐ Click **Close**, then ask the user to confirm they can see the right accounts.

 Give the lowest role that works. See [User Roles](#) for what each role can do.



3. MFA resets

Lost phone or authenticator

On request

- ☐ Confirm who's asking through a channel you trust (not just an email reply).
- ☐ Common reasons: new phone, or Presspage is missing from their authenticator app.
- ☐ In Admin settings, click **edit** under Access Settings for that user.
- ☐ Choose **Reset MFA** in the top right corner.
- ☐ Tell the user they'll see a QR code at their next login and should scan it with their authenticator app.
- ☐ Supported apps: Google Authenticator, Authy, Microsoft Authenticator, Duo.

 If your account uses SSO, sign-in is handled by your identity provider. Reset MFA there instead.



4. Offboarding

Remove a user

Last working day

- ☐ Find every newsroom page that shows this user as a contact.
- ☐ Swap in a new contact first. See [How to modify Newsroom contacts](#).
- ☐ Click the red **X** next to the user in User Management.
- ☐ Confirm the prompt. This also deletes their contact details in the Contact module.
- ☐ Check that the seat now shows under **Unused Seats**.
- ☐ Once a quarter, look at **Last Active** and remove accounts nobody uses.

 You can't undo a removal. Replace their contact data before you delete the user.