

# User Registration

## What to do if an invited user doesn't receive the invite email?

There are two ways to proceed in case a user doesn't receive an invitation email. Both ways are described below. **NOTE THAT this article refers to the case of an user that is invited by another previous organization user (professional and premium accounts only), it is not for problems of first time registrations.**

The actions described below happen on the "Users" configuration section of comma CMMS.

## Modules Configuration

- [Payment Accounts](#)  
Manage and view account payments.
- [Organization/ Plant/ Department](#)  
View available quotas, create and edit plants under your organization and departments under each plant.
- [Users](#)  
View available user quota, invite new users and edit user information.
- [Work Orders and Anonymous Work Requests](#)  
Configure organization-wide work order assignment options and set the anonymous work request message.
- User Groups [[Add New](#)] [[Manage Existing](#)]  
Configure usergroup information access.
- [Financial](#)  
Set currency conversion rates.
- [Functional Locations](#)  
Add/ edit level names and add physical location names.
- [Equipment and Tools](#)  
Configure options for the equipment and tools module.
- [Task Lists](#)  
Configure task list options.
- [API](#)  
Interaction tools for external programs to talk to comma CMMS.

## Resend Invitation Email

If the new user doesn't receive the invitation email with further instructions after a few minutes (ensure the user can confirm the email has not been sent to the spam inbox as this is a possibility), it may be necessary to resend the email. To do so, proceed as follow:

- Find the user on the "Manage Existing Users" section from the "Active Users" dropdown selection box. It may be difficult to identify the new user on the list, especially if you have invited other users that have not yet registered as they will be shown with the same description on the list. To find the problem user, select each user that has no user name assigned. Let the information load and check the email address field to find the email address that has a problem.

# User Registration

## Manage Existing Users

Choose User to Edit (Plant/ Dpt/ Username) - **Active Users**

(PLANT A/ DPT) ▼

Choose User to Edit

...

User invited but not registered. Code: kpqcvx.

Assign to the Following Plant/ Dpt

PLANT A/ DPT ▼

Assign to Timezone

Change Email Address

info@commacmms.com

Change Contact Name (profile)

Change Usergroup

PLANT\_ADMIN ▼

☒ This User Receives

user is not tagged

- After selecting the user on the list, scroll the page down and check the “disable/ re-enable selected user” checkbox and click save.

☐ disable/ re-enable selected user (if user is currently marked as deleted and this option is not selected, no changes will be saved).

Save

- The page will then refresh and you will notice that the user quota is back to allowing yet another user. Proceed with the steps described above to invite the problem user again.

A record will be kept with all the deleted users. These users may be reactivated whenever necessary provided there is enough user's quota. **This is a handy way to temporarily keep users from logging in to the system.**

If the procedure described above has to be repeated many times, then it may make more sense to contact comma CMMS to request a reset of the incomplete accounts. This will avoid having too many essentially unusable accounts on the system.

# User Registration

## Manual User Registration

It is also possible to check the registration information of the user that did not receive the invitation email. To do that, find the user on the "Choose User to Edit" dropdown and select it. The area underneath the dropdown will now show the registration code. It is necessary only to inform the user of this code for the registration to proceed on the registration page ([https://yourserver.commacmms.com/user\\_reg](https://yourserver.commacmms.com/user_reg)).

## Manage Existing Users

Choose User to Edit (Plant/ Dpt/ Username) - **Active Users**

(PLANT A/ DPT) ▼

Choose User to Edit

...

User invited but not registered. Code: kpqcvx.

Assign to the Following Plant/ Dpt

PLANT A/ DPT ▼

Assign to Timezone

Change Email Address

info@commacmms.com

Change Contact Name (profile)

Change Usergroup

PLANT\_ADMIN ▼

☒ This User Receives Invitation

user is not tagged

Unique solution ID: #1087

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