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Managing Users Imported From Sync

If you sync in your users from your practice management software user logins will be created by the Sync, so you users do not need to be created manually. Once a user is added to your practice management software (**IRIS, CCH or STAR**) they will automatically sync into the CRM. You will need to make users active for them to be able to log in to the CRM.

Single Sign On (SSO)

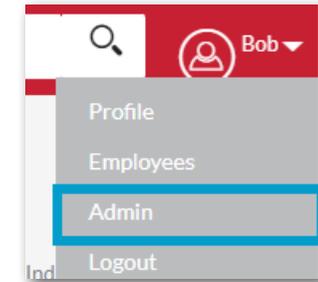
You may have **Single Sign On** enabled on your network, and this means that your CRM users will use their normal Microsoft login to access the CRM. If you are unsure if this has been enabled, please contact your **IT Department**, or support@fibrecrm.com who will be able to tell you.

If you do have this enabled on your network, you do not need to reset passwords or amend users logins via the CRM, BUT you will still have to make users **Active** for them to be able to logon to the CRM.

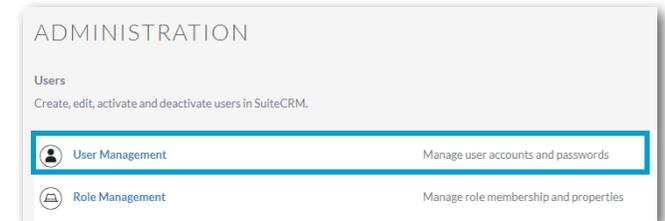
Each SSO can be setup differently, if you are unsure of the setup, or how to configure your users, you can either copy the configuration of a working active user, or speak to your **IT Department** or support@fibrecrm.com Users also need to be enabled via **Azure for SSO**, contact support@fibrecrm.com for advice.

Making Users Active

1. To make a user **Active**, first navigate to your **Username** in the top right hand corner and then select **Admin**.



2. Then select **User Management**.



3. Select a **User** from the list of users.



4. In their **User Profile** use the drop down arrow to change the status to **Active**. Also check that their username (email address) is correct. If this isn't correct, amend it to their correct email address. Once done select **Save and Close**.

5. For SSO to work, the **SAML2Authentication** checkbox will need to be ticked in the **Advanced Tab** of the **User Profile**.

