

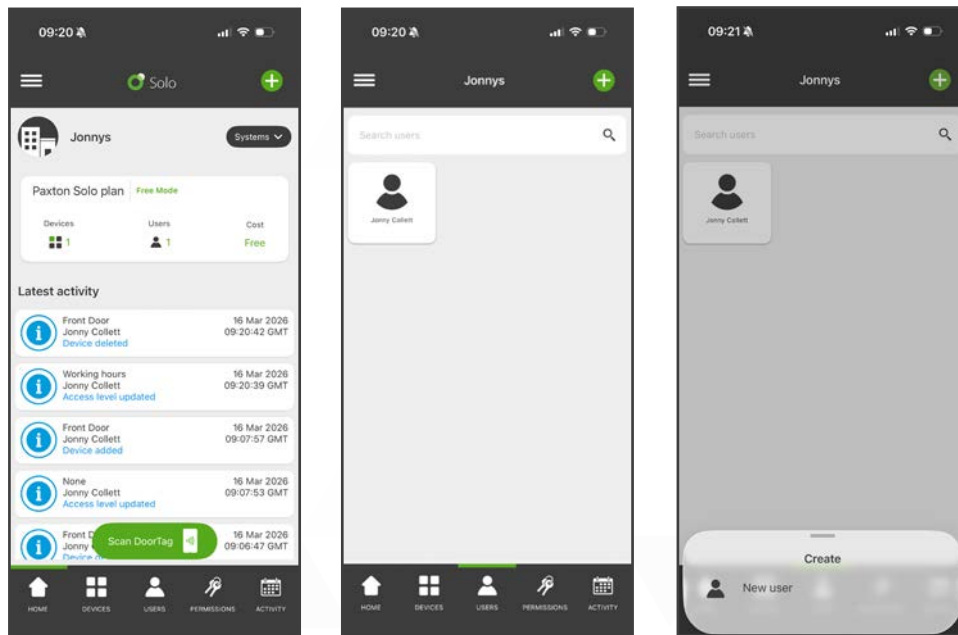
How to manage users

Overview

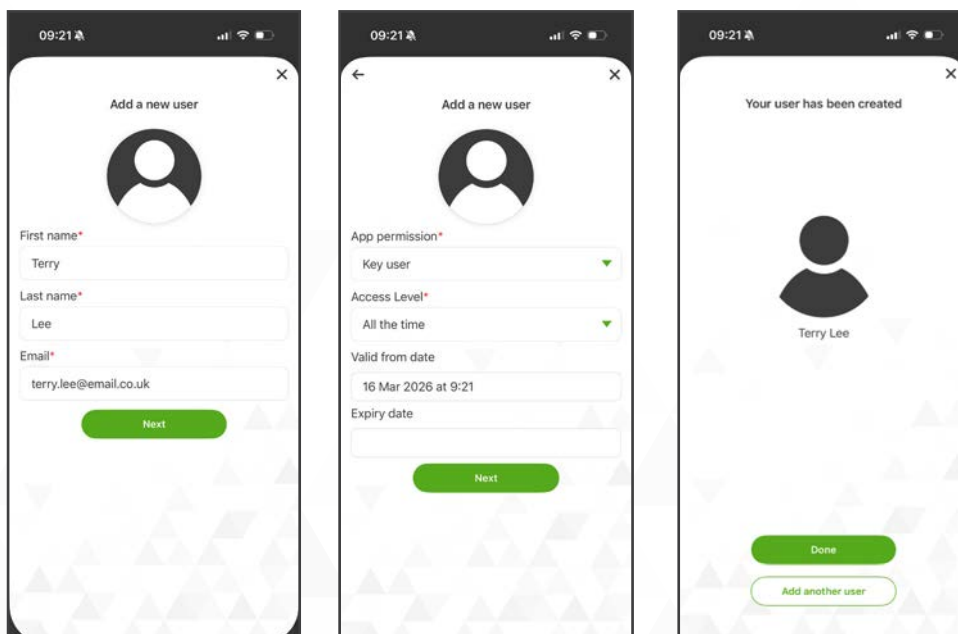
Solo users are added to the system using just their email address, first name, and last name. You can manage users' access levels, app permissions, and other relevant information from the Solo app.

How to add a new user

1. From the home screen, navigate to 'Users'
2. Tap the green '+' icon in the top righthand corner
3. Tap 'New user'

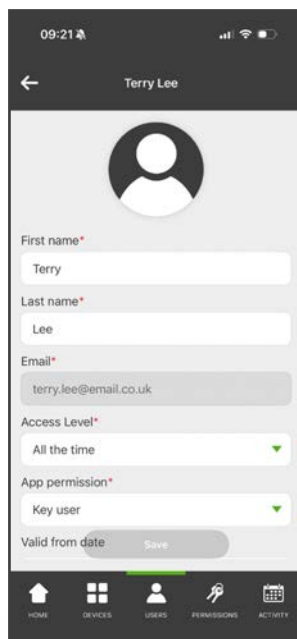


4. Enter the user's first name, last name and email address and tap 'Next'
5. Select the appropriate access level and app permission, then set a valid from and valid until date, and tap 'Save'
6. You can now tap 'Done' or tap 'Add another user'



Editing a user

To make changes to existing users, tap '**Users**' and then tap on the relevant user record to open and edit it.



Editable data fields for a user:

First name: The first name of the user

Last name: The last name of the user

Access level: The access level selected for the user defines their permissions to go through doors. For more information on Access levels see [APN-1220-AE - How to manage Access Levels](#).

App permissions: The app permission selected for the user defines their level of administration access to your Solo system. There are three options:

- **Key User** – These users have no access to administer your Solo system. They can only access doors defined by their access level
- **Token Administrator** – These users can create other users and assign them access levels. They also have read only access to the other areas of the system. As with Key Users, they can only access doors defined by their access level.
- **System Engineer** – These users have access to everything in the app. Their door access is still defined by their access level.

Valid from: This is the date/time that users can start using the Solo app for administration or door access on this system.

Keyholder: Users with keyholder access can open all doors at any time. Their access will still work for seven days if their phone is offline or the cloud is down. Only give this to trusted users.

Deleting users

On a user record, tap '**Delete**' to remove the user from your system. Once deleted they will no longer be able to access the system via the app or access doors.

Please note: This will only remove them from the system you have deleted them from. They will remain on any other systems they have access to.

If you need to remove administration access to the app but still want the user to have physical access through Solo controlled doors, please update their App permissions to '**Key User**'.

The screenshot shows a mobile application interface for managing users. The top status bar displays the time 09:21 and signal strength. The page title is 'Terry Lee'. The form contains the following fields:

- Last name*: Lee
- Email*: terry.lee@email.co.uk
- Access Level*: All the time
- App permission*: Key user
- Valid from date: 16 Mar 2026 at 9:21
- Expiry date: (empty)

At the bottom of the form, there are three buttons: a red 'Delete' button, a grey 'Ban user' button with a lock icon, and a grey 'Save' button. A green link 'Resend invitation link' is visible next to the 'Expiry date' field. The bottom navigation bar shows icons for HOME, DEVICES, USERS, PERMISSIONS, and ACTIVITY, with 'USERS' currently selected.