Add Account Administrators to CRES

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Introduction

This document describes how a Cisco Registered Envelope Service (CRES) Account Administrator can add additional administrators to CRES.

Prerequistes

You need to have a CRES account and already be a CRES Account Administrator yourself before you can add other administrators. If you are not already a CRES Account Administrator, you need to contact Customer Support in order to upgrade your account to CRES Account Administrator status.

The email address of the person you want to add as an account administrator must be already created in CRES. (If not - see Troubleshoot later in this document.)

Configure

To add administrators to CRES, follow these steps:

1. Log into https://res.cisco.com/admin.
2. Click **Accounts**, then click on the link for your account number.
3. Click **Groups**.
4. You see the **Account Administrators** group. Click on the first icon, as shown, in the **Actions** column:
5. In the **User Id** field, enter in the email address of the person you want to make a CRES Account Administrator.
6. Click **Add to Group.**

The person will now be a CRES Account Administrator.

Troubleshoot

The email address of the person that is added must be an account already created in CRES. If this email address is not already created, you will see this error when you click **Add to Group**:

Can not add a non existent user.

The quick solution to add this user is to send them an encrypted message from within CRES online (http://res.cisco.com). Once that user recieves the email, they will go through the new account features and preference settings in order to open the email successfully via CRES online. Once you have completed this, and you can log in succssfully, try again to add that user as an administrator on the account.

One other solution is to click **Users**, and then click **Add User**. You need to qualify the following requirements:

- Username
- First Name
- Last Name
- Password
- Confirm Password

You should use a temporary password to create the account, and provide this to the user. Select **Enforce Password Expiration**, and click **Save**. You see a confirmation message displayed:

User <email@domain> added.

You can try the process again to add that user as an administrator on the account. The user accesses CRES online with the temporary password used in the "add user" process previously mentioned. Upon first login, that user sees the new account features and preference settings for their profile, and is required to set the permanent password at that time.