

# How to Administer Users on My Esri

## *Congratulations!*

*You have been designated as an administrator for your organization on My Esri. This means that you have been granted full administrative permissions on My Esri, which gives you the tools you need to manage your organization's relationship with Esri, and your colleagues' relationship. The following are some instructions and guidelines to help you be a successful My Esri administrator.*

## What is My Esri?

My Esri is a website where you can view and manage Esri information regarding your organization.

My Esri can be used for:

- Downloading and licensing Esri software
- Managing Technical Support cases
- Viewing Esri software bugs
- Viewing your organization's order history and maintenance quotes
- Renewing your store purchases
- And much more

**What do we mean by "organization"?** An organization on My Esri is equivalent to your place of business, school, governmental organization, or other entity. Each organization on My Esri has one customer number. The term "organization" is used slightly differently on My Esri than it is on ArcGIS Online, where "organization" relates to a subscription.

## What is an Admin?

Administrators in My Esri ("admins" for short) are those users who have been granted **Administrator** permission. This permission gives you the ability to grant permissions to yourself, and to others in your organization.

Tools for managing permissions are found on the **Users** item on the Home menu. The Users item is only available to admins, and contains all the tools necessary to administer users on My Esri.



## What are Permissions?

Permissions are the “glue” between your organization and an ArcGIS public account username. Permissions are used to connect your username to your customer number. Each permission grants certain access to your organization’s information to that username. When you sign in to My Esri, it’s the permissions that you have been granted that determine what you can and cannot see and do.

As an admin, when you connect users to your organization, you do that by granting them at least one permission.

Permission availability varies by organization. Some are controlled by what contracts you have in place with Esri. If you are outside the US, some are controlled by your distributor.

## Responsibilities

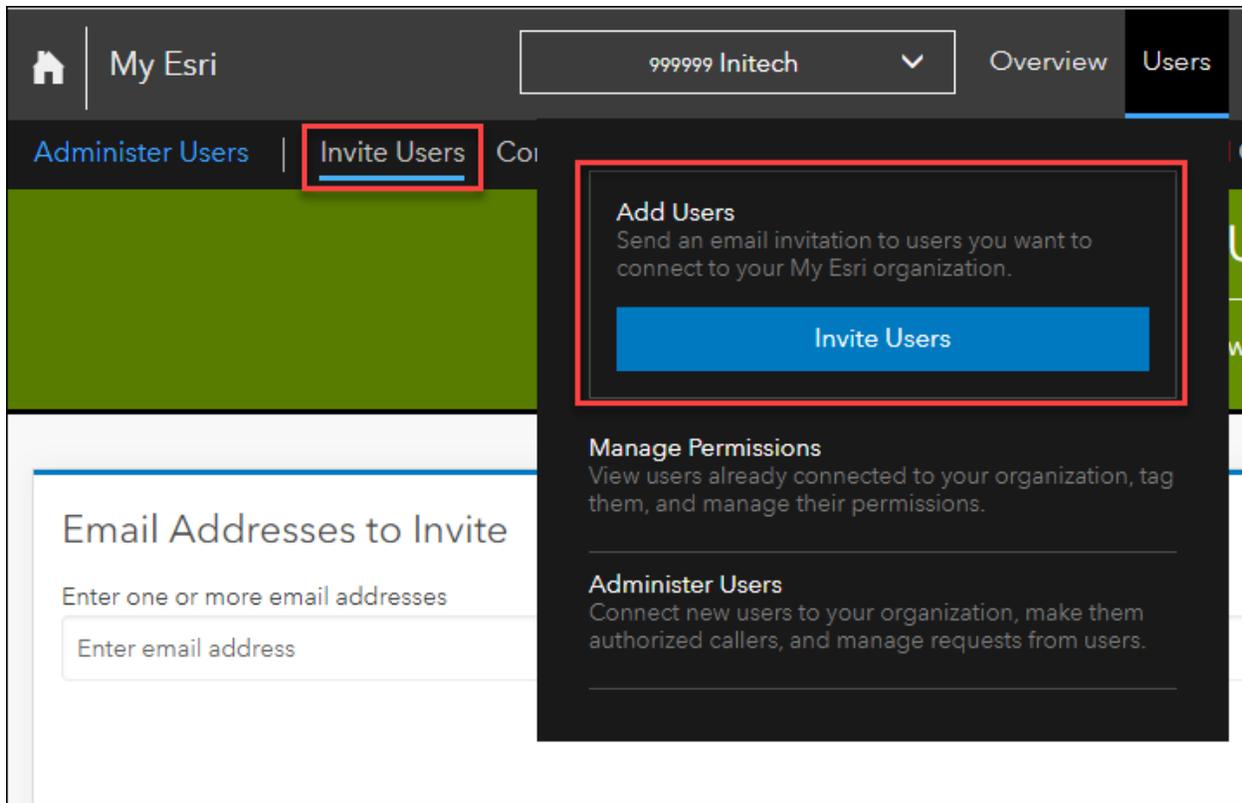
As an admin, your main responsibilities on My Esri are:

- **Managing Users:** Taking care of permissions of others in your organization: [Add \(Invite\)](#), [Edit](#), [Disconnect](#)
- **Managing Requests:** Managing access requests of those who want to be connected to your organization (grant or deny access)
- **Managing Authorized Callers:** Designating authorized callers who can submit Technical Support cases

Each responsibility is described in detail below.

### Adding Users

Add users to your organization by sending them an invitation by email. The **Invite Users** tool walks you through the process of inviting users to your organization. Find the tool on the Home menu at the top of the Users mega menu. If you don’t see it there, navigate to Administer Users from the mega menu and click Invite Users on the sub menu.



First, provide the email addresses, either one-by-one, or from an .xlsx or .csv file. You can invite up to 1,000 users at a time.

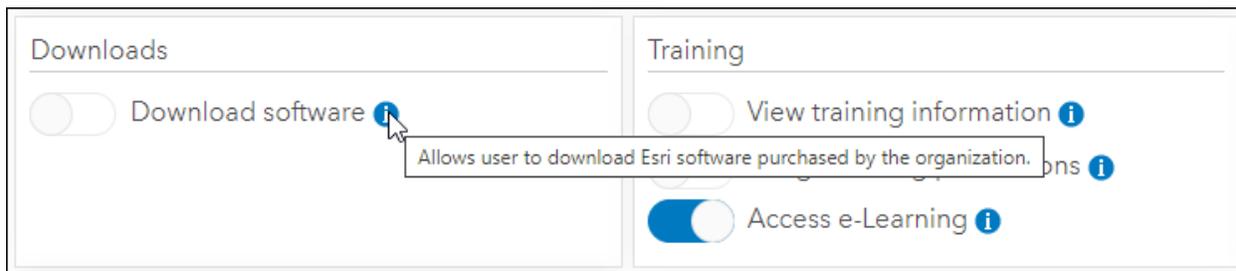
Any email address that fails to pass basic email formatting validation are not added to the invitation list. Remove any address from the list by clicking the red trash can in the Actions column. Click Remove All Emails to clear the list, and click Cancel at the bottom of the page to start over.

Remove All Emails			
Email	Active User	Pending User	Actions
tdolan@esri.com		✓	
msutton@esri.com	✓		
jbeaton@esri.com			

My Esri lets you know if a user is already connected or not by placing a checkmark in the Active User column. If you leave the already-connected users on the invitation list, the choices you make here may alter their existing permissions, and the users will receive a new invitation with a token that they'll need to accept for the changes to apply.

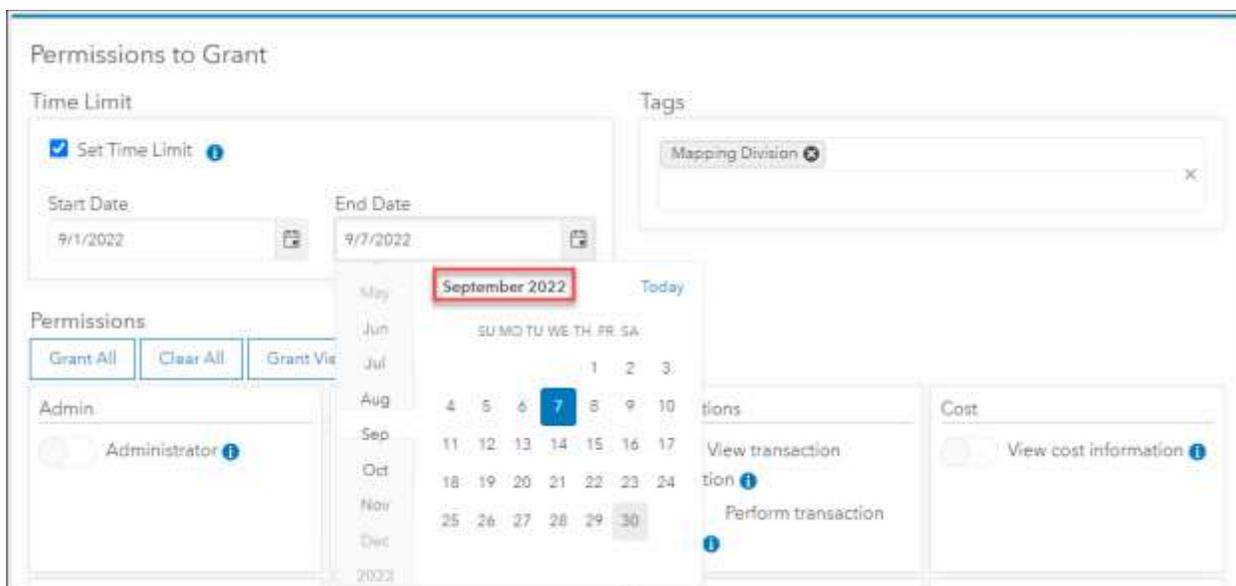
Once you are satisfied with the email addresses on the invitation list, scroll down the page to select the permissions to grant.

If you are unclear what functionality the permission allows the user to have access to, hover your mouse over the blue information circles; this will show a tooltip describing each permission.



In addition to the permissions, you can optionally add a tag, to help you organize the users.

You can also optionally designate a time limit for the permissions to be valid for. To easily navigate far in the future, click the “Month Year” text to see more date choices.



Users connected with a time limit can only access your organization with My Esri within the time range; if they try to access your organization outside the time range, it will appear as if they are not connected (that is, they will not have access to your organization).

Once the time limit expires, you will have a 30-day window to either modify the date range or remove it. After the 30-day mark, users with expired permissions are automatically removed from your organization.

Will this user be an authorized caller?

If your organization has a Technical Support contract, users at your organization will be able to use My Esri to request Support cases. The users designated to request cases are called **authorized callers**. Authorized callers are assigned in My Esri. To make assignment easy, you can assign them when you invite them. ([Read more about authorized callers.](#))

To add a caller from Invite Users, only one user can be invited at a time. Turn on both **View technical support information** and **Take authorized caller actions**. When you turn on the

latter, a new part of the form will appear. The options on the form will vary based on your location and your contract, and may not match what is shown below. Complete this part of the form for your caller. All fields are required.

Support

View technical support information i

Take authorized caller actions i

First Name: Milton x Last Name: Waddams x

Call-in ID: Enter Call-in ID

Caller Level

- Premium (4 available)
- After Hours
- Application Support (Unlimited)
- Standard (1 available)

Assign authorized callers i

After turning on the appropriate permissions, continue down the page, where you may add a personal message to your invitees, specify what language to send the invitation email in, and add a note which will appear in the Permissions Log.

Send invitation in: English - English

Add message to your invitation (Optional)

Rich text editor content: Hello, Milton. Welcome to Initech.

Note for log (Optional) i: New employee

Buttons: Cancel, Preview Email to User, Send Invitation

If you want to see what the email will look like to your invitees, use **Preview Email to User**.

Once you are satisfied with all the parameters, send the invitations.

Users with an invitation are shown as Pending on Manage Users until they accept the token, at which point their status changes to Active.

Each invitation email will include a unique token, which My Esri uses to identify your invitee. These tokens must be accepted within 6 weeks of issuance; unused tokens and their invitations that are older than 6 weeks are automatically deleted.

### Manage Users: Edit

Once users have accepted their tokens and are connected to your organization, you can edit their permissions from Home / Users / Manage Permissions / Manage Users. Click **Edit Permissions** (the pencil icon) or click the plus sign by their name to begin.

The screenshot shows the 'Edit Permissions' form in My Esri. The form is titled 'Edit Permissions' and includes sections for 'Time Limit', 'Tags', 'Permissions', 'Send email to user?', and 'Message to user'. The 'Permissions' section is divided into several categories: Admin, Organization, Transactions, Cost, Purchase, Licensing, License Term Summary, Downloads, Training, Support, and Events. Each category has a set of toggle switches for various permissions. The 'Send email to user?' section has radio buttons for 'Yes' and 'No'. The 'Message to user' section has a text input field. The 'Name for log' section has a text input field. At the bottom right, there are 'Cancel' and 'Update Permissions' buttons.

You'll see the same form you saw on Invite Users, where you can add and remove tags, add or remove time limits, and add or remove specific permissions for each connected user. If your organization has a valid technical support contract, you can use this form to make the user an authorized caller. You can edit permissions on pending invitations, too.

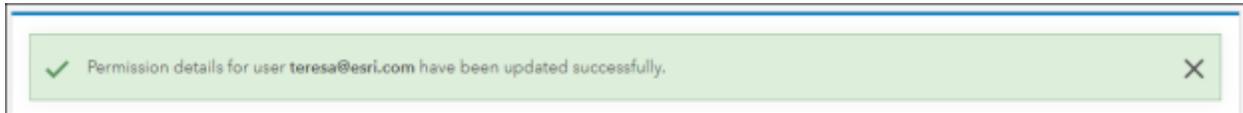
Just as on Invite Users, you may preview the email before sending it, but unlike Invite Users you can decide if the user will get an email or not. Note that if you only update the user's tags, no email will be sent to the user, regardless of the email setting.

When you click Update Permissions to save the new settings, the user will get an email letting them know their permissions have changed (if you said you wanted the user to get an email). All

admins connected to your organization (including yourself) will receive an email about the changed permissions.

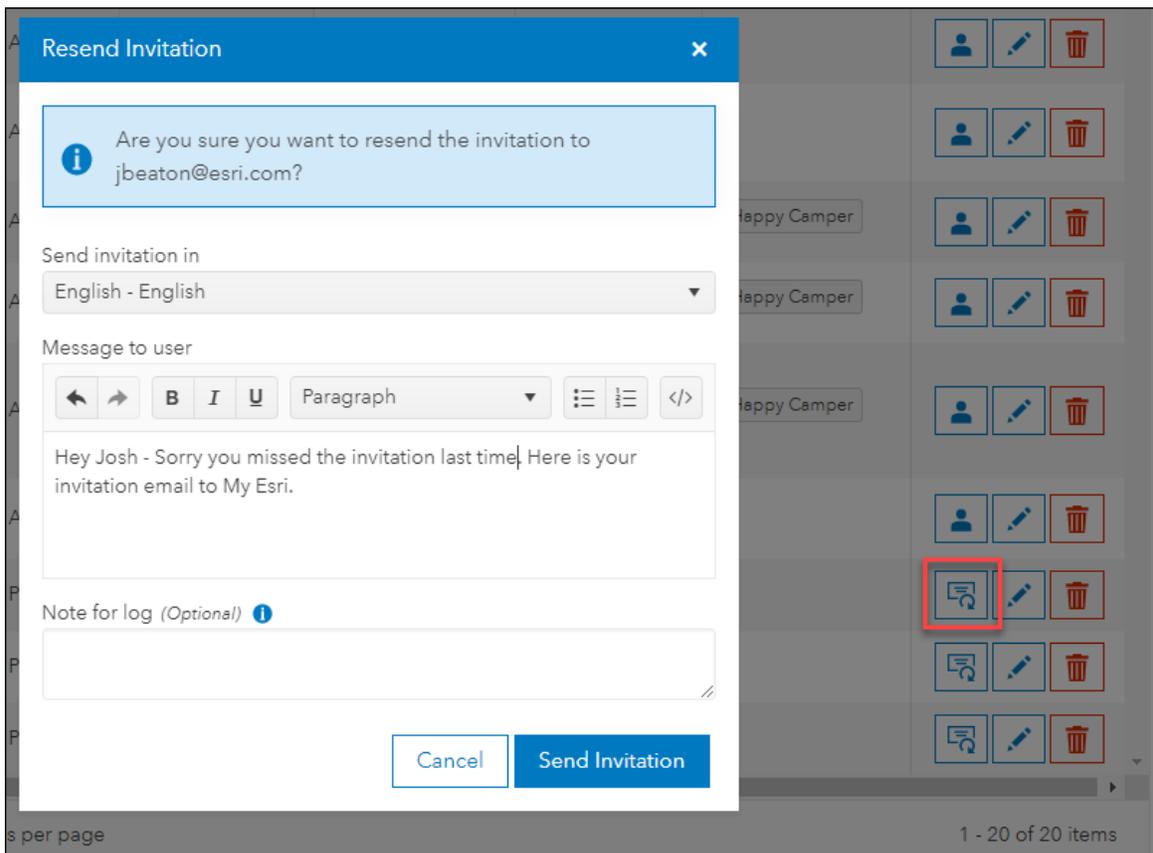
Note that on Edit Permissions you do not specify the language that the user will receive the email in. This is because any emails the user receives now will be controlled by the language setting on their own profile.

Once your changes have been completed, you'll see a confirmation message near the top of the user list. Dismiss it at any time by clicking the X.



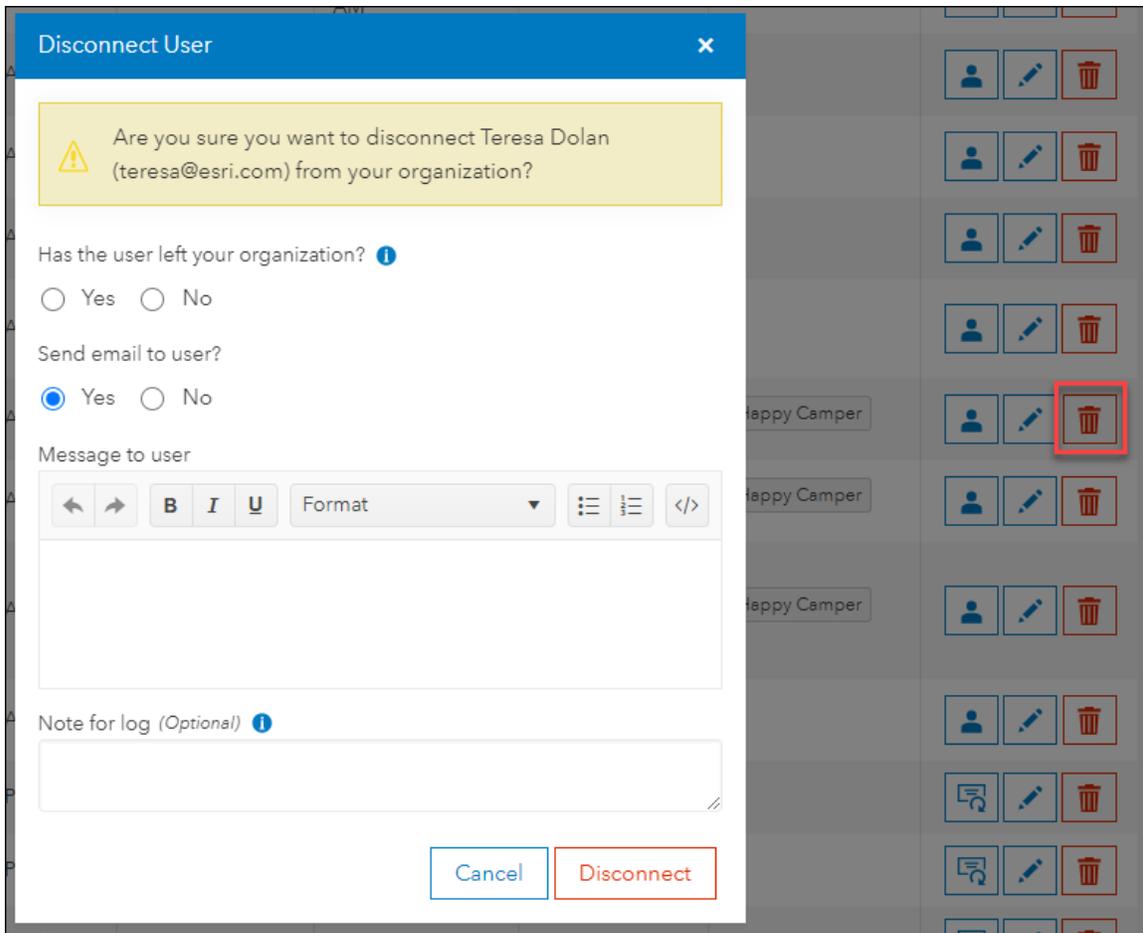
### Manage Users: Resend Invitation

Sometimes a user deletes their invitation before accepting its token. Resend the invitation email using **Resend Invitation**. You'll see some familiar tools here.



### Manage Users: Disconnect

If a user leaves your organization, disconnect them from your organization using the red trash can on Home / Users / Manage Users.

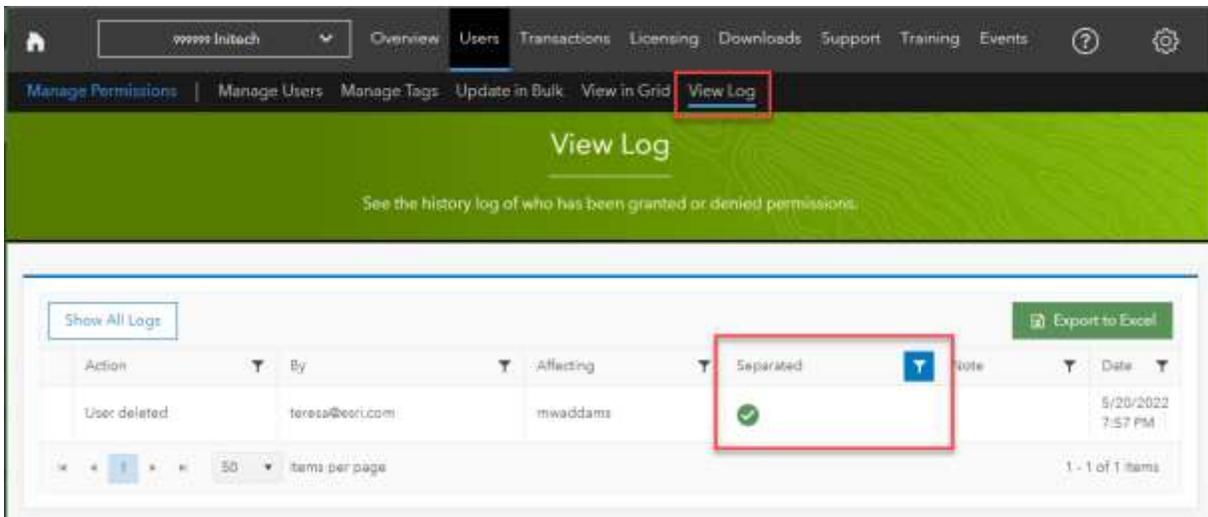


This simply removes all their permissions to your organization so that they will no longer have access to your organization's information on My Esri.

Disconnect does NOT remove their ArcGIS public or social media account, or their profile, from the system. The user may still be connected to other organizations with this account, such as their own Personal Use organization, and they can still use it to access other Esri-related sites.

If the user was an authorized caller, Disconnect will release the entitlements (caller levels) that were assigned to the user.

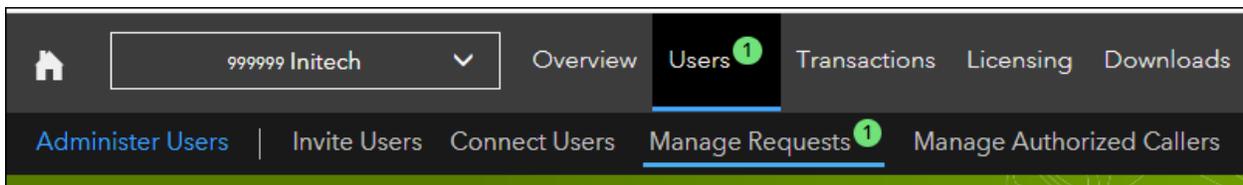
If the user no longer works for your organization, indicate that here. The Separated column found on the Permissions Log records this setting.



## Manage Requests

When users request access to an organization that you administer, My Esri sends you an email letting you know about the request. This way, you don't need to sign into My Esri every day to check on status; you can wait until you receive an access request email.

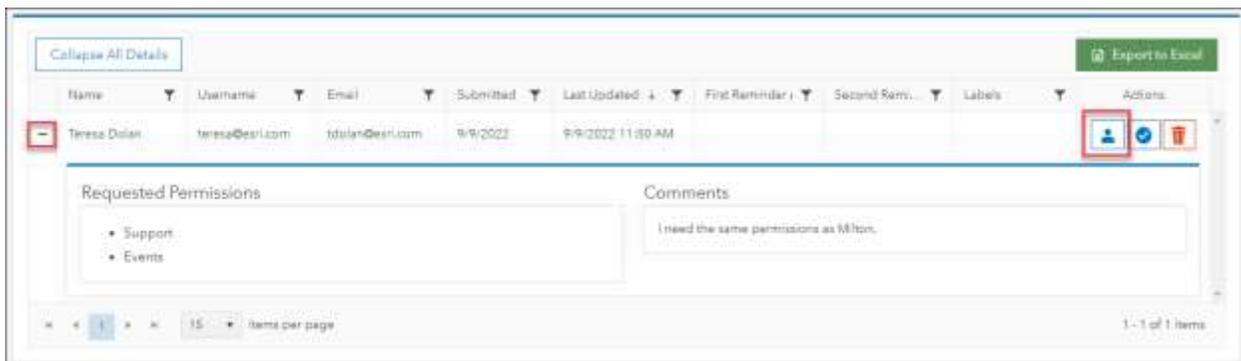
If you've received one of these emails, when you sign in to My Esri, you will see a green badge next to the Users menu item. This indicates the number of access requests awaiting you.



From Home / Users / Administer Users, go to Manage Requests.

This page lists all the requests that users have made to join your organization. These come from users who have filled out the Request Permissions form and specified that they wanted to be connected to your organization.

Click the plus sign to toggle what permissions the user has requested.



Click the person icon in the Actions column to see the user's contact card.

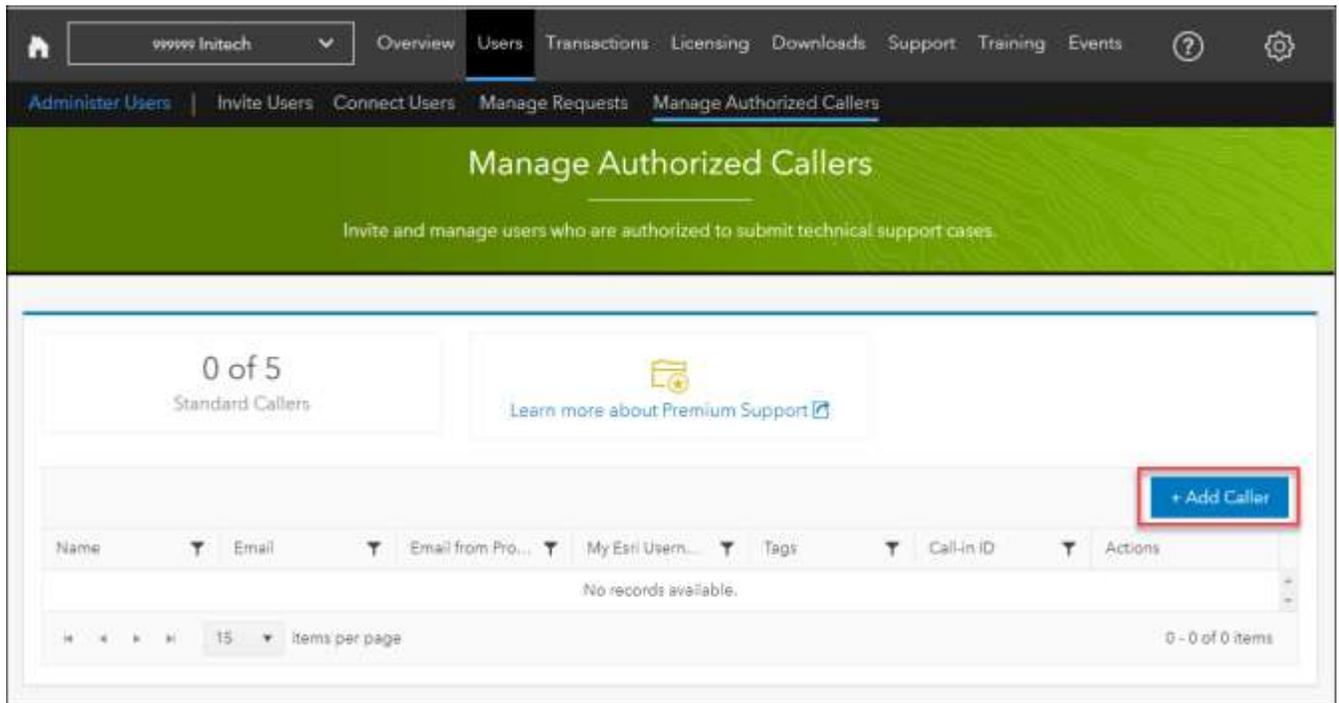
You'll see a label letting you know if a user is already connected. This may affect how you handle the request. If you Deny an access request for an already-connected user, the user will still be connected; they just won't have any of the additional permissions they were requesting. If you Grant permissions, it will change the permissions they currently have to whatever you grant at this time. They user will receive an email after either of these actions, if you indicate you want them to receive an email. And any other admin for your organization will receive an email about these actions.

You'll be reminded of pending requests at 2-week intervals. If requests are not granted or denied at the end of 6 weeks, the request will be deleted, and the user will be notified.

### Manage Authorized Callers

An authorized caller is a designated individual from your organization who may contact Esri to request technical support, as designated by your organization's support contract. Add, edit, and remove authorized callers from the Home / Users sub tab.

Navigate to Home / Users and click Manage Authorized Callers.



From here, click Add Caller. The options you see on the form are tied to your support maintenance contract, your organization's country, and other factors, so what you see may differ from the screenshots below.

**Add Caller**

Authorized callers create and manage support cases for your organization, which includes the ability to transmit data to Esri.

Selection Method

Select existing

Add new

Select Contact *i*

Select Contact

Call-in ID

Enter Call-in ID

Cancel Add Caller

Click on Select Contact to choose a contact that is already associated with your organization.. The list contains names of users connected to My Esri and users who are in our system who have used the phone to contact Esri Support Services. If we have a username for either type of contact, it will appear in brackets after the name.

Supply a Call-in ID. Should your caller ever want to use the phone to contact Esri Support Services, this is a key that they will dial in when they call. It can be any series of numbers and must be between 4 and 8 numbers, inclusive. It must be unique. This field is shown for organizations in the US.

Supply a Language. Select the user's preferred language for dialog with the Support contact. This field is shown is for organizations outside the US.

Select the Caller Level. The options listed here depend on your organization's active support contract. Check all that apply. If no Caller Levels are listed, your organization only has one level and so no checklist is needed.

When you're ready, click the Add Caller button. You'll see a confirmation message, and your new caller will receive an email from My Esri letting them know their new privileges.

If the caller you want to add isn't listed, choose **Add new**. You'll be prompted to provide the caller's contact info. Once you submit the form, the caller-to-be will receive an email from My Esri at the email address you provided. The invitation email will contain a token which will allow the new caller to be connected to your organization in My Esri as an authorized caller.

Add Caller
✕

**i** Authorized callers create and manage support cases for your organization, which includes the ability to transmit data to Esri.

Selection Method

Select existing

Add new

Email

First Name

Last Name

Phone Number

Phone Extension *(Optional)*

Language

English - English
▼

Caller Level

Premium (1 available)

Standard (Unlimited)

Cancel

Add Caller

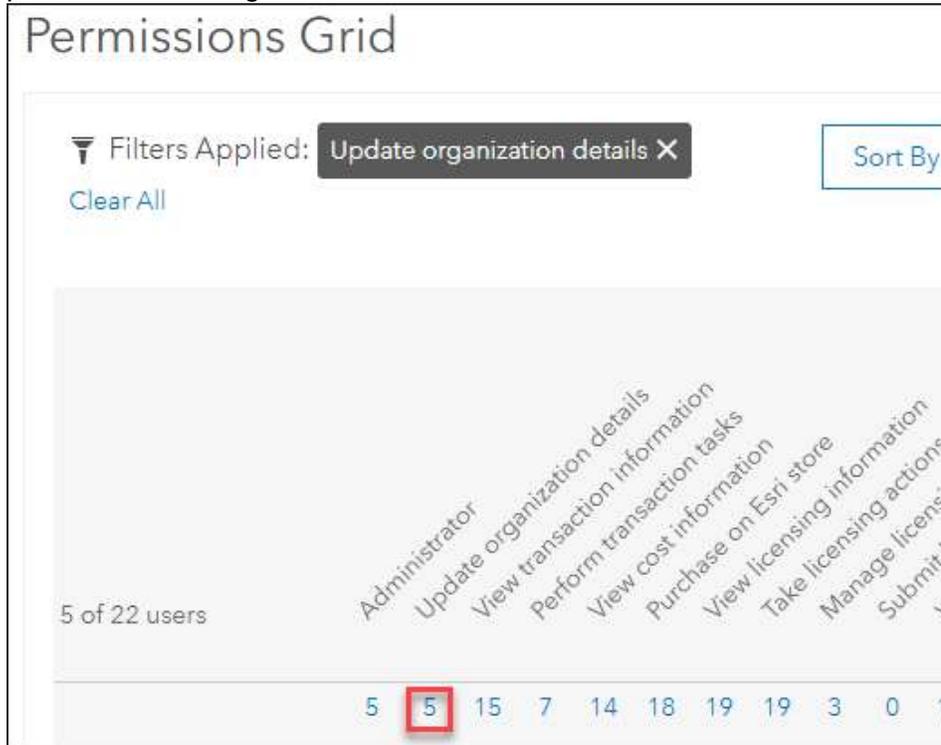
## More Information

**Responsibility.** By inviting users to be connected to your organization, you are authorizing them, depending on the permissions you grant, to view and edit data about your organization. When you grant a user access to your organization, you are authorizing Esri to use internally for its business purposes and share information regarding their name and profile with administrators within your organization. In addition, you are also authorizing your data, including company name and email address, to be stored by Esri and shared internally within Esri and with Esri International Distributors.

**Who has what permission?** There are several ways to see who has what permissions in My Esri.

- Home / Users / Manage Permissions / Manage Users. Toggle a view of a user's permissions by clicking the plus sign to the left of their name.

- Home / Users / Manage Permissions / View in Grid. See a spreadsheet-like display of users and permissions. Filter on any permission by clicking the number just below the permission heading.



- Home / Users / Manage Permissions / Manage Users. Use **Export to Excel** to generate a spreadsheet of your users and their permissions. If you used any filters to narrow your list, only the filtered records are exported.

**When were the permissions assigned?** Use Home / Users / Manage Permissions / View Log to see who did what when. Expand an entry to get details about which permissions were edited.

The screenshot shows the 'View Log' interface with a navigation bar at the top containing 'Manage Permissions', 'Manage Users', 'Manage Tags', 'Update in Bulk', 'View in Grid', and 'View Log'. Below the navigation bar is a green header with the title 'View Log' and the subtitle 'See the history log of who has been granted or denied permissions.' The main content area features a table with columns: Action, By, Affecting, Separated, Note, and Date. Two entries for 'Permissions edited' by 'tdolan@esri.com' are shown, with the second entry expanded to show a 'Permissions Modified' dialog. This dialog has columns for 'What Was Changed', 'Old Setting', and 'New Setting', with 'Purchase on Esri store' changing from 'No' to 'Yes'. Below the dialog, more log entries are visible, including 'User connected', 'User deleted', 'Pending request removed', and 'Create request'.

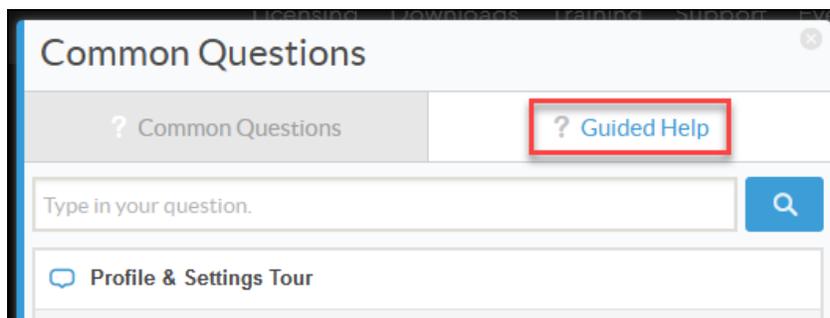
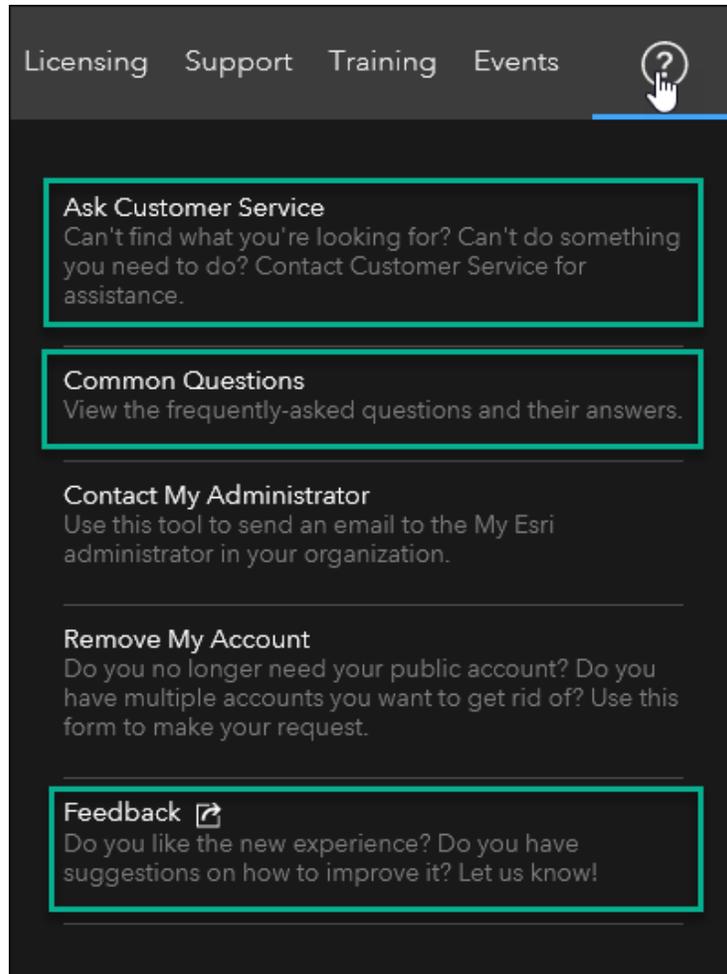
Action	By	Affecting	Separated	Note	Date						
Permissions edited	tdolan@esri.com	tdolan			3/22/2022 10:59 AM						
Permissions edited	tdolan@esri.com	tdolan			3/22/2022 10:55 AM						
<b>Permissions Modified</b> <table border="1"> <thead> <tr> <th>What Was Changed</th> <th>Old Setting</th> <th>New Setting</th> </tr> </thead> <tbody> <tr> <td>Purchase on Esri store</td> <td>No</td> <td>Yes</td> </tr> </tbody> </table>						What Was Changed	Old Setting	New Setting	Purchase on Esri store	No	Yes
What Was Changed	Old Setting	New Setting									
Purchase on Esri store	No	Yes									
User connected	tlutz@esri.com	tlutz			3/22/2022 10:55 AM						
User deleted	teresa@esri.com	mwaddams	✓		11/5/2021 9:11 AM						
Pending request removed	My Esri Service	pfortunato		Pending request deleted after 6 weeks due to no response.	7/6/2021 11:09 AM						
Create request	pfortunato	pfortunato			5/17/2021 3:14 AM						

**What are the other admin permissions?** These permissions grant the user limited admin ability, so that you don't have to grant them full admin permissions.

- **Assign training permissions** allows the user to invite and manage users who have the **Access e-Learning** permission. They can see all the users connected to the organization, but they can only add (invite), edit, and disconnect those with the e-Learning permission.
- **Assign Authorized Callers** allows the user to [manage authorized callers using the same tools as full admins](#). However, these admins cannot see any other users connected to the organization; they can only see who is on the authorized caller list. These admins only have access to the tools on Home / Users / Administer Users / Manage Authorized Callers.

- **Take licensing actions** allows the user to approve or deny license files requests submitted by users in their organization. These admins can also grant the **Download Software** permission as needed. These tools are accessed from Home / Licensing / Licensing Tools.

**Need more help?** Guided help is available in My Esri. One way to access it is through **Common Questions**, found on the Help menu. If you don't find the help you are looking for, use **Ask Customer Service**, also found on the Help menu, to let us know what we could add that would help you. We also welcome your **feedback** – use the link at the bottom of the Help menu to give us suggestions on how we can improve My Esri.

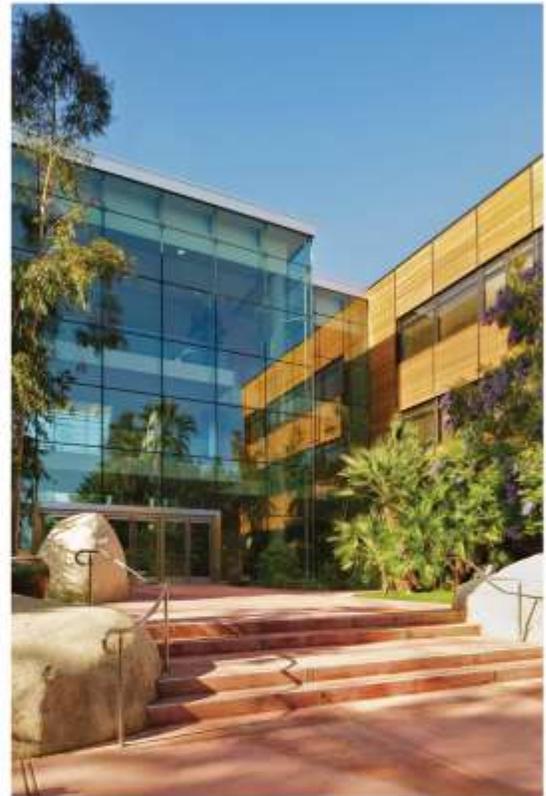




Esri, the global market leader in geographic information system (GIS) software, offers the most powerful mapping and spatial analytics technology available.

Since 1969, Esri has helped customers unlock the full potential of data to improve operational and business results. Today, Esri software is deployed in more than 350,000 organizations including the world's largest cities, most national governments, 75 percent of Fortune 500 companies, and more than 7,000 colleges and universities. Esri engineers the most advanced solutions for digital transformation, the Internet of Things (IoT), and location analytics to inform the most authoritative maps in the world.

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