

Ignite on FHIR Administration Guide for Account Managers and Group Managers

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Introduction

Ignite On-Demand (IOD) is a flexible, easy-to-use, web-based patient education application that is the administrative tool for Ignite on FHIR (IoFHIR). This *Administration Guide* provides guidance on the functionality available to application administrators (Account Managers and Group Managers) in IOD.

User Roles & Privileges

There are three types of roles available in IOD; however, only two (Account Manager and Group Manager) will be applicable for IoFHIR clients. Each user role has its own set of privileges.

- **Account Manager:** a specially appointed clinician or educator who is usually the main point of contact for WebMD Ignite. The Account Manager oversees the IOD application and works with WebMD Ignite to configure IOD so IoFHIR functions efficiently for the organization.
- **Group Managers:** Group Managers are usually department heads or subject matter experts appointed by the Account Manager. Group Managers may be given permissions for limited administrative functions.

User Levels & Permissions

	Account Manager	Group Manager
Custom Content Builder (if licensed)	Yes	Optional
Folder Management	Create Edit Delete	Optional
Block/Unblock Documents	Yes	Optional
Change Initial Blocking State	Yes	No
Change Protocol Values	Yes	Optional
Folder Color	Red	Orange

Two IOD user accounts cannot be logged in on the same computer at the same time. For sharing of workstations, users must log off when work is complete so another user can log in.

To log off, click the “Log Out” button or close the browser. No other actions, except for the automatic time-out, will cause the Account Manager session to close.

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Account Manager User Interface

When logging into IOD (www.kramesondemand.com), the Account Administration Page (*Admin Page*) should be the first thing the Account Manager sees. If not, simply click on the “Account Administration” link in the gray navigation bar at the top of the IOD application.

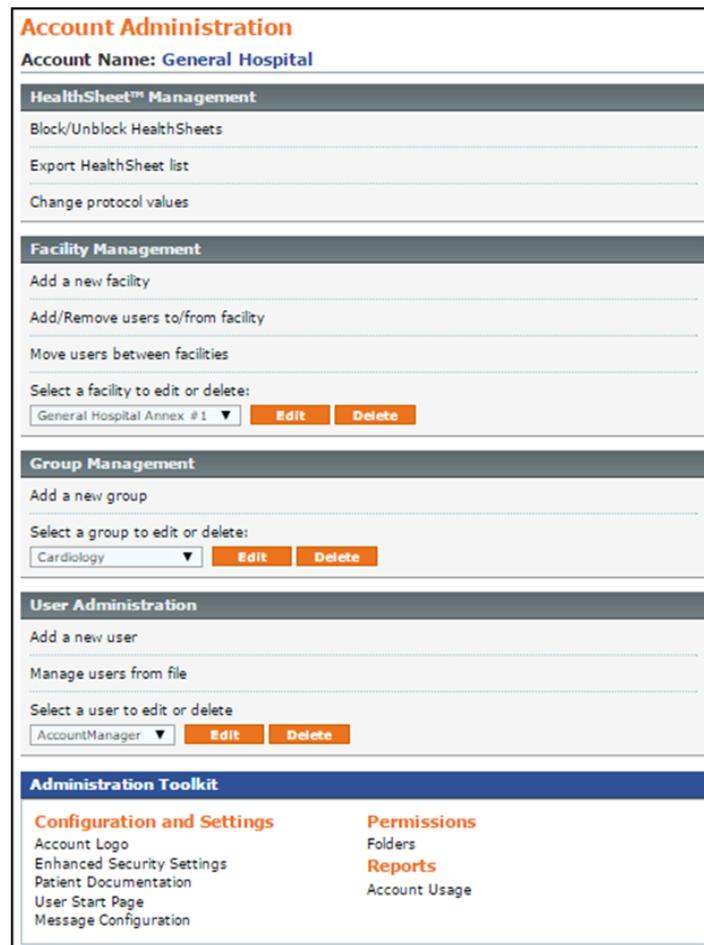
Basic Setup and Customization Options*

The following functions are available to the IOD Account Manager:

- HealthSheet Management
 - Block/Unblock HealthSheets
 - Export HealthSheet list
 - Change protocol values

- User Administration
 - Add a new user
 - Select a user to edit or delete

- Administration Toolkit
 - Configuration and Settings
 - Permissions



*Some of the functions on the *Admin Page* have intentionally been left out of this *Administration Guide* because they do not pertain to the IoFHIR solution.

HealthSheet™ Management

Block/Unblock HealthSheets

One of the features available in IoFHIR is the ability to block education resources that may not comply with an organization's standards of care. An Account Manager can use IOD to block any education resource users should not access in IoFHIR. Blocked resources can be made available again by simply unblocking them in IOD.

Setting the HealthSheet Blocking Rules

The HealthSheet Blocking Rules feature in IOD lets you control the way in which new and revised HealthSheets are added to your account. The initial blocking rules are a one-time setting that determine whether new and revised HealthSheets are:

- Blocked – allows new and revised documents to be reviewed by the Account Manager (or clinicians) before unblocking for general use.
- Unblocked – new and revised documents are immediately available to all users as soon as they are added to the system.

The default setting is Unblocked. To change the setting to Blocked, follow these steps:

1. Under “HealthSheet Management,” click “Block/Unblock HealthSheets” and the [Block/Unblock HealthSheets Page](#) will appear.



2. Click the radio button labeled “Blocked” for New HealthSheets and/or Revised HealthSheets and click “Save.”
 - a. Blocking new HealthSheets prevents any new HealthSheets from being available to general users until they have been unblocked.
 - b. Blocking revised HealthSheets prevents any HealthSheets that have undergone revisions from being available to general users until they have been unblocked. Any unblocked existing version of a HealthSheet will still be available to users.

To change the setting back to Unblocked, repeat these steps but choose the Unblocked radio button(s) instead of the Blocked radio button.

Most IOD clients choose to leave the Blocking Rules at the default setting of “Unblocked” because they trust our editorial policies/processes and our commitment to keeping education current and up-to-date, and they do not want to have to log into IOD to review and release documents every time they are added and/or revised.

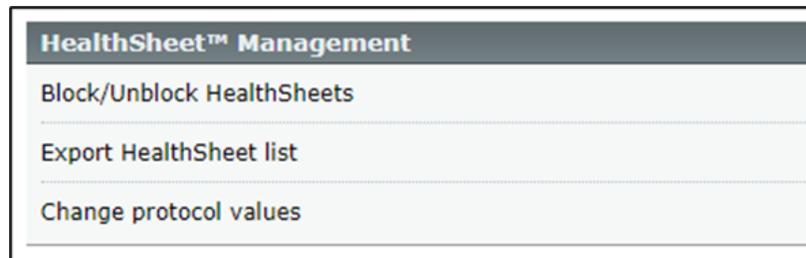


The blocking of new HealthSheets and Revised HealthSheets also pertains to any custom content your organization may have created. Any new custom documents will be blocked, and any revised custom documents will be blocked. To unblock, follow the same steps on the following page from the [Custom Content Builder Page](#).

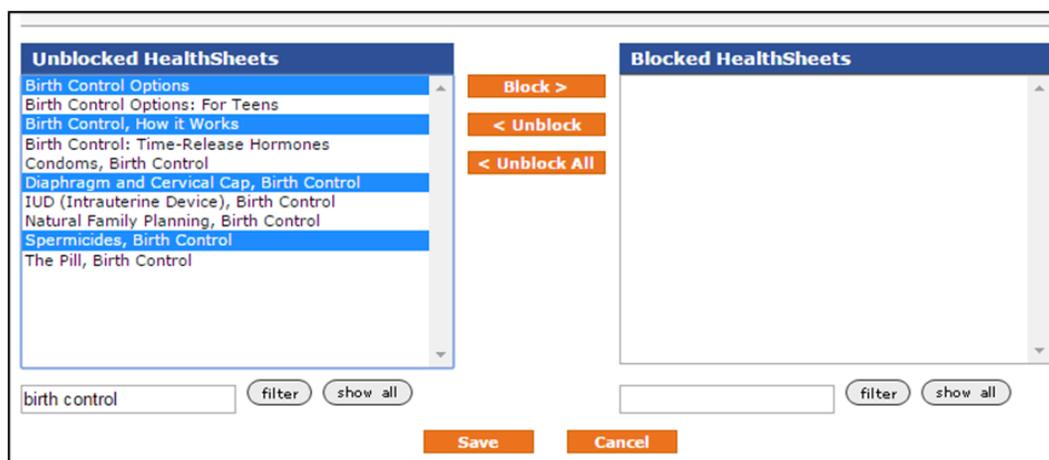
Blocking and Unblocking HealthSheets

In addition to the HealthSheet Blocking Rules, IOD clients can also block/unblock HealthSheets on an as needed basis. To block/unblock HealthSheets, perform the following steps:

1. Click on “Block/Unblock HealthSheets” and the [Block/Unblock HealthSheets Page](#) will appear.



2. On the left is a list of all the Unblocked HealthSheet titles. On the right would be any HealthSheets previously blocked.
3. Scroll down the alphabetical list of titles or use the filter function to locate the title(s) to be blocked. If using the filter function, use a keyword that appears in the title.
4. Click on a title to select it. More than one title can be selected by holding the Control <CTRL> or <SHIFT> keys.



5. Click “Block >” to move title(s) to the right column or click “< Unblock” to move title(s) to the left column. You can also unblock all titles by clicking “< Unblock All.”
6. Click “Save.”

* IOD indexes content four times a day, so changes to blocked and unblocked documents could take several hours to index and register in loFHIR.



Exporting HealthSheet Lists

The Export HealthSheet List allows Account Managers to view a list of the licensed education and/or download a text file containing a list of education titles and their ID numbers. The steps to export a list are as follows:

1. Log in as Account Manager, navigate to the [Admin Page](#) and select “Export HealthSheet list” under “HealthSheet Management”. The “Export HealthSheet List” screen appears.

Export HealthSheet List

Export Options

Which list would you like to export?

Blocked only
 Unblocked only
 All (blocked and unblocked)

How would you like to export the HealthSheet list?

Print to screen
 Download as an Excel file

Export List
Cancel

2. On the “Export HealthSheet List”, select the list you want to export:
 - a. Blocked only
 - b. Unblocked only
 - c. All (blocked and unblocked)
3. Choose the export destination:
 - a. Print to screen: View the list on screen. You can then copy the list from the screen and paste into a spreadsheet or word processing application.
 - b. Download as a Microsoft® Excel file: Download a file to your hard drive that can be opened in a spreadsheet or word processing application.
4. Click “Export List.”

Export HealthSheet List

HealthSheet List		
Document ID	Status	Title
82203	BLOCKED	Birth Control Options
82203	BLOCKED	Birth Control Options
82367	BLOCKED	Anterior Cruciate Ligament (ACL) Injuries, Treating
82367	BLOCKED	Anterior Cruciate Ligament (ACL) Injuries, Treating
82471	BLOCKED	Asthma, Controlling Your Triggers: Allergens

Changing Protocol Values on HealthSheets

Parameters for Changing Protocol Values

- The editable protocol value feature only applies to HealthSheets.
- Not all HealthSheets have editable values; only those that have the pencil icon next to them when the Account Manager is logged into IOD.
- The WebMD Ignite value in the dialog box tells you the value originally assigned by WebMD Ignite.
- Changing the Protocol Value in an English document does not change it in any corresponding languages, so Protocol Values must be changed for each available language (e.g., English and Spanish).

IOD allows certain protocol values in the HealthSheets to be modified to conform with your organization’s standards. Only Account Managers and Group Managers who have been given permission can change protocol values. When a value is changed, the new value appears any time the sheet is viewed or printed.

To change a value in a HealthSheet, follow these steps:

1. Use the search field at the top of the page to find the desired HealthSheet. HealthSheets with editable values are indicated with a pencil icon.

Search Results

Action
 Print [v] Normal [v] English [v] No Duplicate [v] Include [v] Go

Actions Text Size Language Print Duplicate Transcripts

Results Returned: Showing 100 of 1576 documents for search term 'infection'

HealthSheets (72) Lab Tests (26) Diseases and Conditions (2)

Document Name	Languages
<input type="checkbox"/> VRE Infection	EN, SP
<input type="checkbox"/> Preventing the Spread of Infection: Understanding Isolation Procedures	EN, SP, AA, FR, PL, TA
<input type="checkbox"/> Understanding Red Eye: Treating the Infection	EN, SP
<input type="checkbox"/> Hepatitis A (HAV) Infection	EN, SP
<input type="checkbox"/> Clostridium difficile Infection	EN, SP, CH, FR, TA, VI
<input type="checkbox"/> Candida Infection: Thrush	EN, SP
<input type="checkbox"/> Staph Infection (non-MRSA)	EN, SP
<input type="checkbox"/> Vaginal Infection: Yeast (Candidiasis)	EN, SP
<input type="checkbox"/> E Coli Infection	EN, SP
<input type="checkbox"/> Salmonella Infection (Salmonellosis)	EN, SP

2. Click on the desired editable HealthSheet title to preview the document.
3. At the top of the HealthSheet, you’ll see instructions for changing a value. The instructions do not appear in the HealthSheet in IoFHIR.

This sheet contains editable values.

To customize a value, click on the desired field and enter a new value.

Key: KODI default values Your customized values

4. Editable values are highlighted in a gray or blue box in the body of the text. A gray box indicates the original WebMD Ignite value and a blue box indicates a value that has been modified.

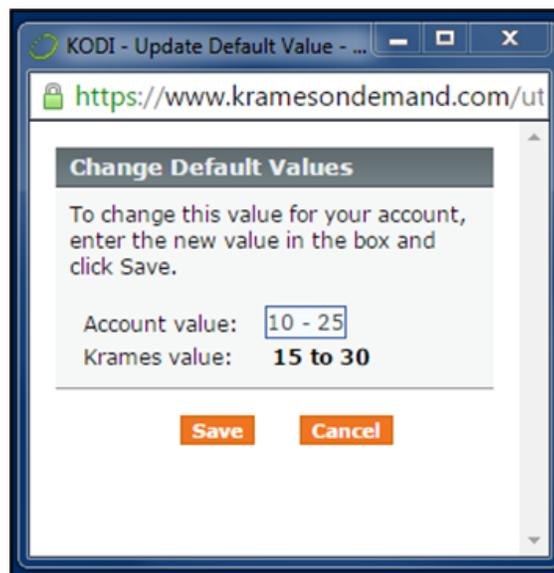
• Tips for good handwashing:

- Use warm water and plenty of soap. Work up a good lather.
- Clean your whole hand, under your nails, between your fingers, and up your wrists.
- Wash for at least 15 to 30 seconds. Don't just wipe. Scrub well.
- Rinse, letting the water run down your fingers, not up your wrists.
- Dry your hands well. Use a paper towel to turn off the faucet and open the door.

• Tips for good handwashing:

- Use warm water and plenty of soap. Work up a good lather.
- Clean your whole hand, under your nails, between your fingers, and up your wrists.
- Wash for at least 45 seconds. Don't just wipe. Scrub well.
- Rinse, letting the water run down your fingers, not up your wrists.
- Dry your hands well. Use a paper towel to turn off the faucet and open the door.

5. To change a value, click on the gray or blue box.
6. In the dialog box, enter your new value in the "Account value" box.



7. Click "Save."

The new value will appear whenever the HealthSheet is viewed or printed.

You can reset a changed protocol value back to the original WebMD Ignite default value by selecting the blue value box and re-entering the original value or by clicking the "Reset" button.

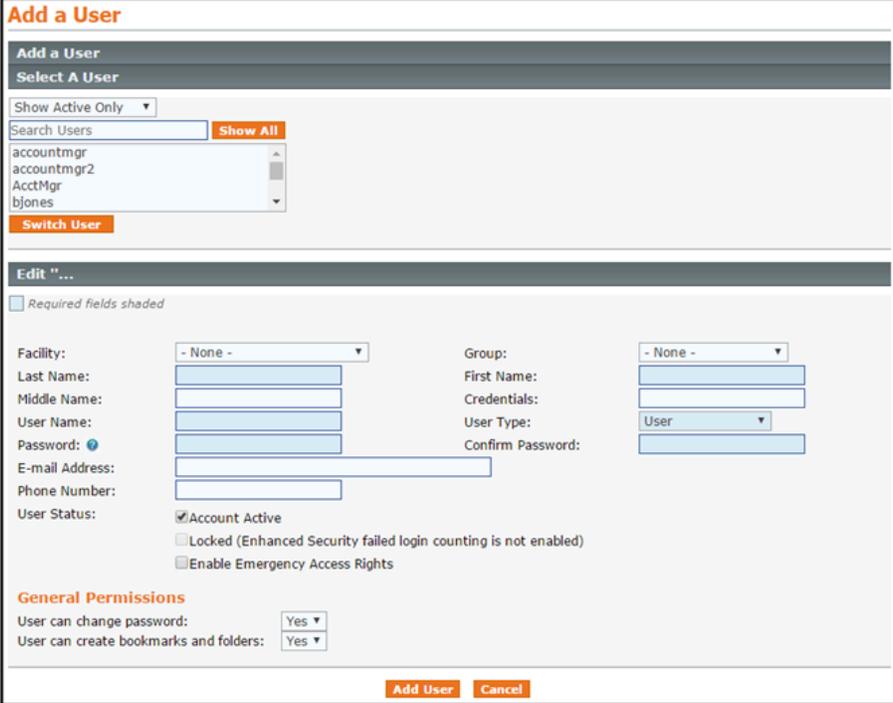


User Administration

Adding a New User

An Account Manager may use this function to add other administrators – Account Manager and/or Group Manager.

1. Log in as Account Manager, navigate to the Admin Page and select “Add a new user” under “User Administration.” The “Add a User” screen appears.
2. Complete the information on the “Add a User” screen (blue shaded fields are required).
 - a. Last Name and First Name
 - b. User Name: Must be unique.
 - c. User Type: Defines the user’s role.
 - d. Password: Create a password according to your organization’s protocol. Users may be required to change their password the first time they log in if “User can change Password” is enabled in General Permissions.
 - e. User Status: Select “Account Active” to activate a user. Users are either active or inactive and cannot be deleted once created.
3. Under **General Permissions**, select the permissions you want the user to have.
 - a. User can change password: Allows the user to change the password associated with their user name.
 - b. User can create bookmarks and folders: Allows Group Manager to create custom folders and bookmarks. Bookmarks are the documents within a custom folder.



4. Click “Add User”.

Folder Management

Your organization can create custom folders within Ignite On-Demand that will appear in loFHIR. These custom folders can be populated with any licensed education type (HealthSheets, Exit-Writer, Medications, Videos, etc.), as well as any custom content your organization may have created via the Custom Content Builder (CCB) module.

Ignite On-Demand and loFHIR have different folder structures.

	Ignite On-Demand	Ignite on FHIR
Account Folders	Account folders are red. They are set up and modified by the Account Manager.	Folders are NOT distinguished by color and their contents are available to all users in loFHIR.
Group Folders	Group folders are orange. They are set up and modified by the Group Manager but can also be managed by Account Managers.	
User Folders	User folders are yellow. They are set up and modified by general users of IOD. Other general users who are members of the same group can view these folders, print sheets, add/delete bookmarks, and rename or delete the folders themselves.	

It is recommended you NOT give general users permission to create and manage folders in IOD because your organization's folder structure can quickly get out of hand. It is okay to give select users folder permissions if they are a subject matter expert and you would like them to create folders directly instead of requesting an Account Manager or Group Manager create them.

Manage Your Folders

Use the Folders page to add, rename, or delete a folder. Folders are used to save links to HealthSheets and Drug Information Sheets you use frequently, so you can find them quickly and print one or multiple sheets in one operation.

Action

Actions Text Size Language Print Duplicate Transcripts

	Folder/Document Name	Available Languages
<input type="checkbox"/>	Circulation	
<input type="checkbox"/>	Educating Patients	
<input type="checkbox"/>	Spanish sheets dermatology	
<input type="checkbox"/>	Using Healthcare Facilities--for Patients	
<input type="checkbox"/>	Foot Ulcer Discharge	
<input type="checkbox"/>	Intensive Care for Families	
<input type="checkbox"/>	Using the ER, for Patients	
<input type="checkbox"/>	Asthma	
<input type="checkbox"/>	CAD for EX CNT	
<input type="checkbox"/>	Cholesterol	

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Creating and Managing Folders

The process for creating, editing, and deleting folders is the same whether you are an Account Manager or a Group Manager; however, the rights to manage the different types of folders differs depending on the type of user who creates them.

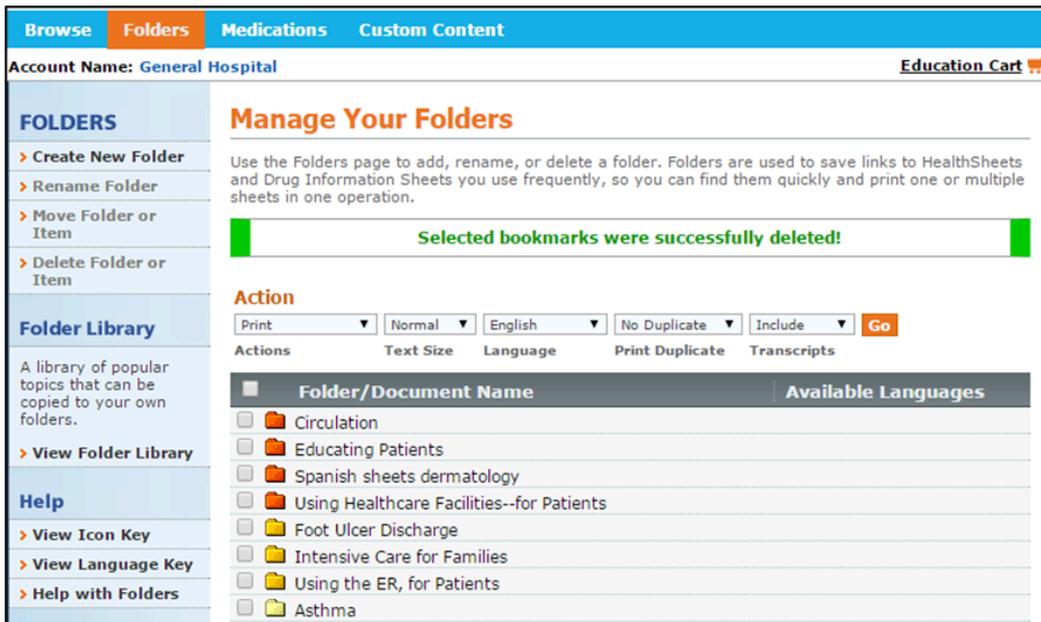
The rules for managing folders are as follows:

- Account Level Folders (Red) can only be managed by an Account Manager.
- Group Level Folders (Orange) can be managed by Group Managers and by Account Managers.

Folder color is based on the role of the user (Account/Group Manager) logged into IOD when the folder is created. Folders are not differentiated in IoFHIR, so these colors will not be visible to end-users.

All folder functionality is managed from the [Manage Your Folders Page](#). Navigate to this page by clicking the “**Folders**” tab on the toolbar. From this page, folders can be Created, Renamed, Moved, or Deleted.

The folder management options in the left-hand Navigation bar (Create, Rename, Move and Delete) are black when active and gray when inactive.



The screenshot shows the 'Manage Your Folders' page. On the left is a navigation sidebar with options like 'Create New Folder', 'Rename Folder', 'Move Folder or Item', 'Delete Folder or Item', 'Folder Library', and 'Help'. The main area has a title 'Manage Your Folders' and a description. Below that is a success message: 'Selected bookmarks were successfully deleted!'. There are controls for 'Action' (Print, Text Size, Language, No Duplicate, Include, Go) and a table of folders. The table has two columns: 'Folder/Document Name' and 'Available Languages'. The folders listed are: Circulation, Educating Patients, Spanish sheets dermatology, Using Healthcare Facilities--for Patients, Foot Ulcer Discharge, Intensive Care for Families, Using the ER, for Patients, and Asthma.

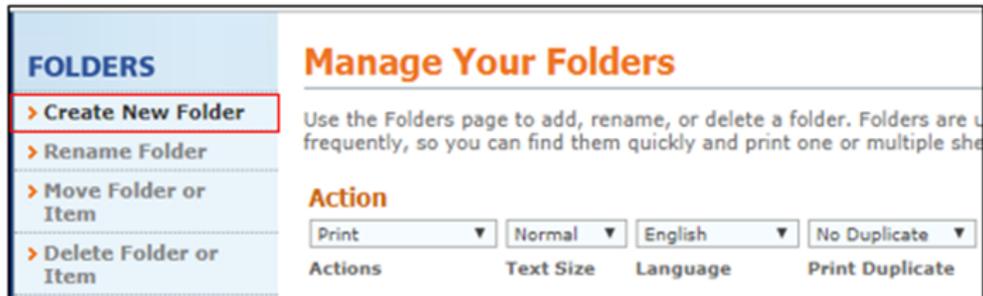
Folders at the same level cannot have the same name. For example: If the Account Level folder “Asthma,” exists, a second Account Level folder named Asthma cannot be created. A Group Folder named Asthma CAN be created; however, in IoFHIR the Group Folder named Asthma will look the same as the Account Manager Asthma folder, so they will be indistinguishable from one another.



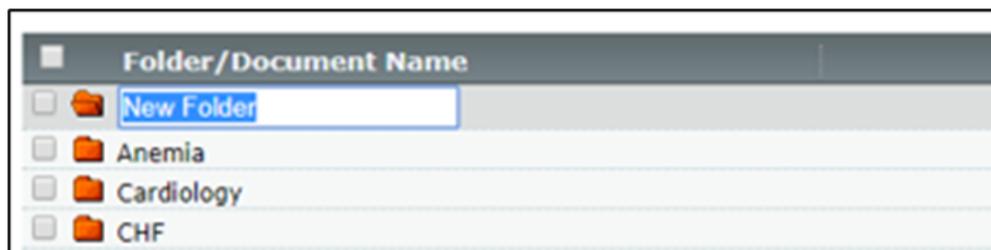
Create New Folder

To create a Top Level (Root) Folder, be sure no other folder is selected (A selected folder will be highlighted in gray).

1. Click “Create New Folder” under **FOLDERS** in the left-hand menu bar. A New Folder will be created at the Root Level.

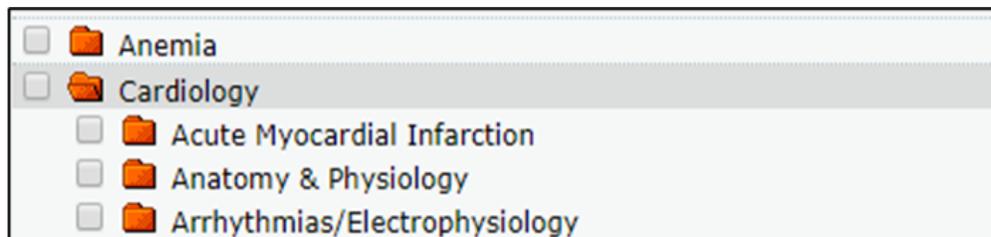


2. Type the name of the folder into the Folder Name box and hit Enter.

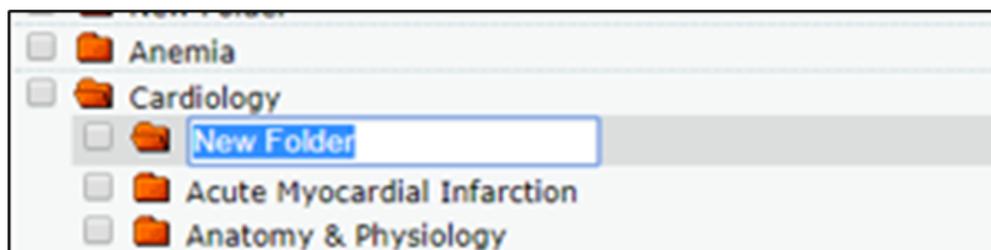


A nested folder – or subfolder – is simply a folder created within another folder. To create a nested folder:

1. Select the folder in which to create a New Folder by clicking on that folder’s name. The selected folder will be highlighted in gray.



2. Click “Create New Folder” under **FOLDERS** in the left-hand menu bar. A New Folder will be created within the selected folder.
3. Type the name of the folder into the Folder Name box and hit Enter.



Rename Folder

Rename a folder by highlighting the folder, clicking “Rename Folder” in the left navigation bar, typing the new folder name into the Folder Name box and hitting enter.

Move Folder or Item

Folders and documents can be moved within and between folders. Moving a folder automatically moves any other folders or items contained within it.

1. Select a folder or document(s) by checking the box beside it. This will activate the “Move Folder or Item” option under **FOLDERS** in the left-hand menu bar. Multiple folders and/ or documents can be selected to move; however, they all must move to the same new location.

<input type="checkbox"/>	Folder/Document Name	Available Languages
<input type="checkbox"/>	 Asthma	
<input type="checkbox"/>	 Asthma and Your Child: All About Asthma	
<input type="checkbox"/>	 Adult	
<input type="checkbox"/>	 Triggers	
<input checked="" type="checkbox"/>	 Allergens, Controlling Your Triggers	EN, SP
<input checked="" type="checkbox"/>	 Asthma Triggers, Controlling: Animals	EN, SP
<input checked="" type="checkbox"/>	 Asthma Triggers, Controlling: Dust Mites in the Bedroom	EN, SP
<input type="checkbox"/>	 Asthma Triggers, Controlling: Dust Mites in the Home	
<input type="checkbox"/>	 Asthma Triggers, Controlling: Irritants	EN, SP, CH, FR, TA, VI

2. Click the “Move Folder or Item” option under **FOLDERS** in the left-hand menu bar. The list of selected folders and/or documents appears at the top of the page just under the Manage Your Folders title.

Manage Your Folders

Choose the folder you want to place the selected items in.

Allergens, Controlling Your Triggers
Asthma Triggers, Controlling: Animals
Asthma Triggers, Controlling: Dust Mites in the Bedroom

Available Folders

-  Asthma

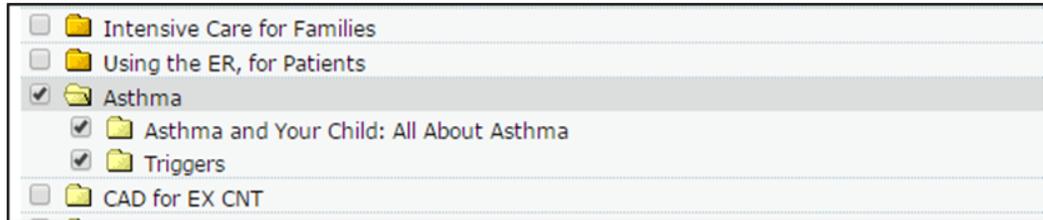
3. There are three options for moving a folder or document:
 - a. “Add to Root (Top Level).” Only folders can be added to the Root Level. Click on “Add to Root” to add a folder to the top level.
 - b. “Add to Selected Folder” adds the folder or document(s) to the selected folder. Click on a folder to select it and then click on the “Add to Selected Folder” button.
 - c. “Add to New Folder” by naming the new folder and clicking the “Add to New Folder” button. A new folder can be created on the Root (Top) level or within a selected folder.



Delete Folder or Item

Deleting a folder automatically deletes any other folders or documents contained within it.

1. Select a folder or document(s) by checking the box beside it. This will activate the “Delete Folder or Item” option under **Folders** in the left-hand menu bar. More than one folder or item can be selected for deletion. In this example, the “Asthma” folder and its nested folders have been selected.

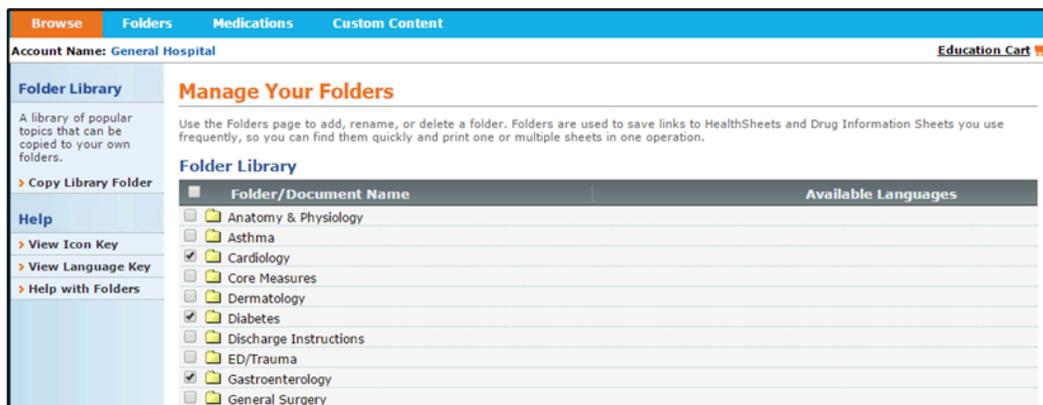


2. Click the “Delete Folder or Item” option in the left-hand menu bar.
3. A screen will list the folders and items that you have selected for deletion and ask if you are sure you want to delete.
4. Click on “Delete All Items Shown” to proceed or “Cancel” to stop.

Folder Library

In addition to being able to create your own folders, your organization can copy the WebMD Ignite folders that reside on the [Browse Page](#) of IOD. You may want to use this functionality to create a custom folder that is already populated, instead of starting from scratch.

1. Select “View Folder Library” under **Folder Library** in the left-hand menu bar, which brings up the WebMD Ignite Folder Library.
2. Click in the box(es) next to the folders you wish to copy and then click on the “Copy Library Folder” link under **Folder Library** in the left-hand menu bar.



3. Once the WebMD Ignite folder has been copied to the [Folders Page](#), you can modify it to meet the needs of your organization.

It is not recommended to copy too many folders all at one time. If your organization plans to copy multiple folders, do so in small batches so as not to overwhelm IOD.



Populating Folders

Once folders have been created, they can be populated with any licensed education, along with any custom content your organization may have created. Top-Level or nested folders can be selected.

1. Browse or Search for the document(s).
2. Select the desired document(s).
3. Choose “Add to Folder” from the Actions Drop-Down Box
4. Click the orange “Go” button, which loads the [Manage Your Folders Page](#).

Manage Your Folders

Choose the folder you want to place the selected items in.

Cardiac Rehabilitation: Following an Exercise Program
When Your Child Has a Cardiac Arrhythmia
Cardiac Rehabilitation

Available Folders

-  Anemia
-  Cardiology
-  CHF
-  Core Measures
-  Gastroenterology
-  Gastroenterology Copy 1
-  Infectious Diseases
-  Mental Health
-  New Folder
-  Oncology
-  Pyelonephritis
-  Rehabilitation
-  Stroke
-  Understanding Healthcare Facilities, for Patients
-  Vascular Disease
-  Group Folder
-  User Folder

Name: Add to New Folder

Add to Root
Add to Selected Folder
Cancel

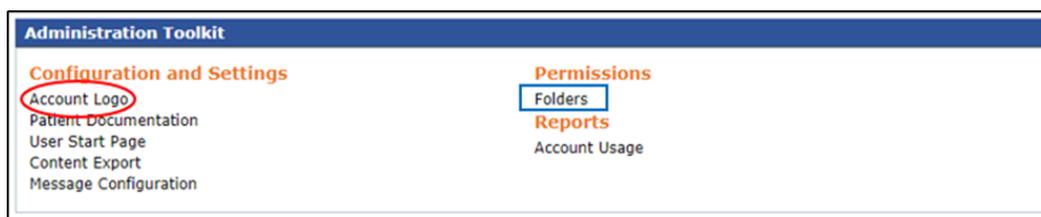
5. To add the documents to an existing folder, click on the folder. The icon next to the folder will change from appearing closed to appearing open. Click on the orange “Add to Selected Folder” button.
6. To add documents to a folder yet to be created, type the name of the folder into the Folder Name box and click on the orange “Add to New Folder” button.

Education Cart

Add multiple documents to a new or existing folder by using the Education Cart. Instead of choosing Add to Folder from the Actions Drop-Down Box and clicking the orange “Go” button, choose Education Cart from the Actions Drop-Down Box and click the orange “Go” button. Do this as many times as needed to fill your Education Cart with the documents you want to add to a folder. Go to the Education Cart where the documents should already have check marks next to them. Follow steps three through six under Populating Folders.

Administration Toolkit

The Administration Toolkit contains three sections - “Configuration and Settings,” “Permissions” and “Reports”. IoFHIR functionality is only dependent upon Account Logo under Configuration and Settings and Folders under Permissions. All other functionality is for IOD only.



Managing Logos

Account Managers can upload a single logo for use within their IoFHIR account. From the [Admin Page](#):

1. Select “Account Logo” under “Configurations and Settings” in the Administration Toolkit.
2. Select a new logo by clicking the “Choose File” button and browsing your computer or network for a logo file.



3. Select the correct file and click “OPEN” or simply double click the logo. The file location will be added automatically into the box next to “Logo to use:”
4. Click the “Save” button to save this choice or “Cancel” to return to the [Admin Page](#) without saving your choice.

Folder Permissions

Account Managers can specify which users have permission to create and manage folders. Permissions can be given when creating a user (see page 10) or from the Permissions section on the [Admin Page](#).

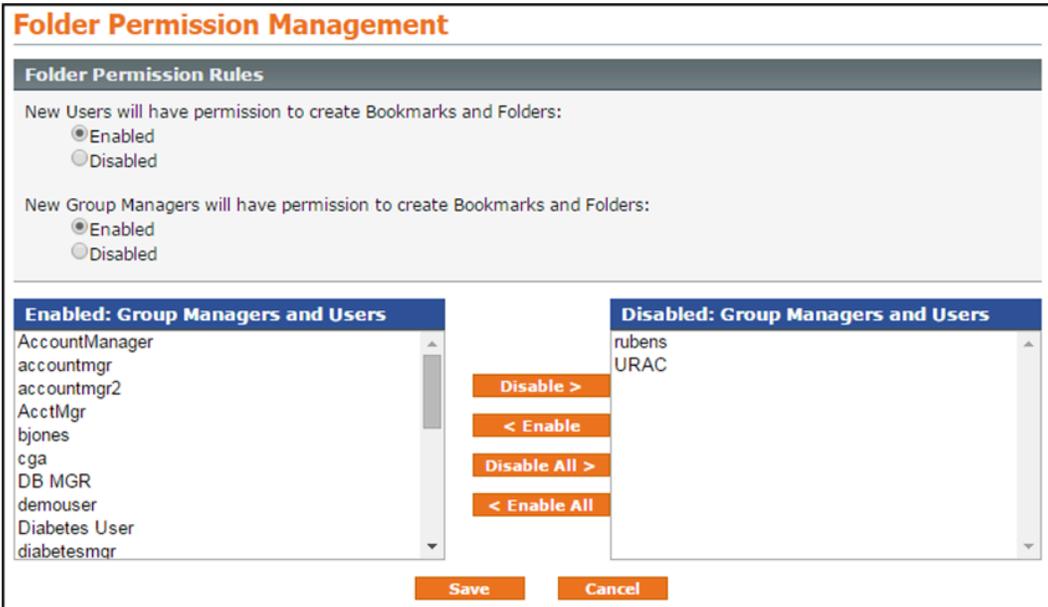
Setting the Folder Permission Rules

The Folder Permission Management feature in IOD lets you control the permissions given to new users and new group managers created through User Administration (see page 10).

- “Enabled” – The default setting for new user accounts enables permissions to create folders and bookmarks.
- “Disabled” – The default setting for new user accounts will disable the ability to create folders and bookmarks.

The recommended setting is Disabled so new users and/or group managers are not inadvertently given permission to manage folders. It is easier to remember to turn permissions on rather than remember to turn permissions off. From the [Admin Page](#):

1. Select “Folders” under “Permissions” in the Administration Toolkit and the [Folder Permission Management Page](#) appears.



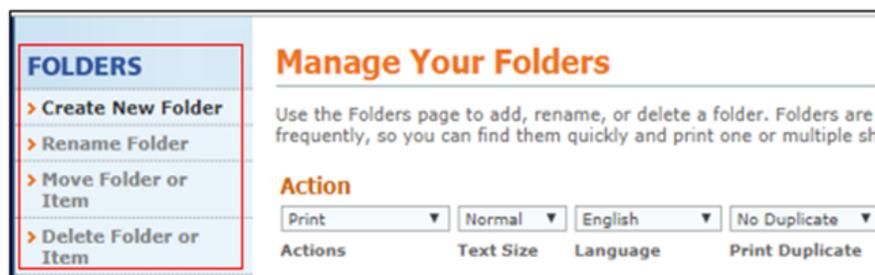
2. Under Folder Permission Rules, click the “Enabled” radio button or the “Disabled” radio button to establish the default folder permissions value when New Users and New Group Managers are created.
3. Click “Save.”

Enabling and/or Disabling Folder Permissions

In addition to the Folder Permission Rules, IOD clients can also enable or disable folder permissions on an as needed basis. From the [Admin Page](#):

1. Select “Folders” under “Permissions” in the Administration Toolkit and the [Folder Permission Management Page](#) appears.
2. Scan the left-hand column to identify users who have permission to manage folders and the right-hand column to identify users who do not have permission to manage folders. Move users back and forth accordingly using the orange function buttons between the two columns.
3. Click “Save”.

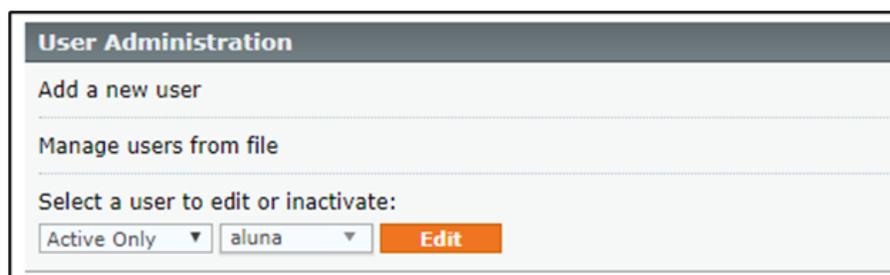
If an Account Manager or Group Manager who has been given folder management permission via User Administration cannot see the Folders functionality below when they log into IOD, navigate to the [Folder Permission Management Page](#) to make sure the user name is in the Enabled column. If not, move the user name from the Disabled column to the Enabled column and have the user try again.



Using Folder Permissions Via User Administration

You can also configure folder permissions through User Administration on the [Admin Page](#) (see page 10).

1. Under “User Administration,” locate the user to edit (users are broken into two subcategories – Active and Inactive – and are listed alphabetically under each) in the drop-down box and click the orange “Edit” button.



2. Click on the “User can create bookmarks and folders” drop-down and choose “Yes” or “No” to set the user’s folder permissions.

