User Management on ePIC Suppliers User Guide

Quick Guide Step By Step
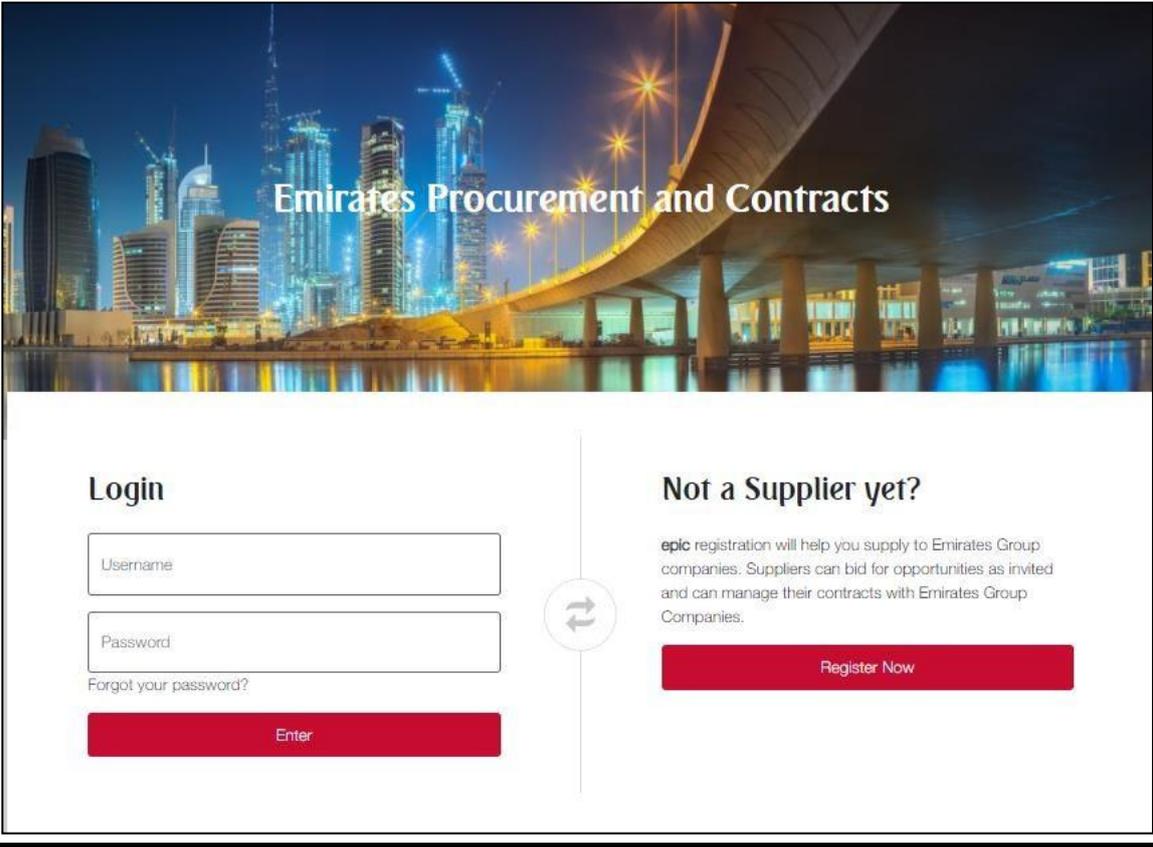
Dear Valued Supplier,

This user guide will lead you through the process of creating additional users under your organization on ePIC

Once you have completed the registration process of additional users, they will receive their logins details on the registered email and can access the portal.

If you are facing difficulties at any time during the registration process, you may submit a supplier support request through the link: https://jaggaer.my.site.com/SupplierSupportRequest/s/

Alternatively, you can dial **+971 800 032 00 58** for telephonic support from Sundays to Thursdays 8:00 AM – 5:00 PM (GMT + 4:00) Abu Dhabi, Muscat.

Sincerely,
Emirates Group Procurement & Contracts

Step 1:

Visit https://epic.emirates.com/ and login to your account using your logins.
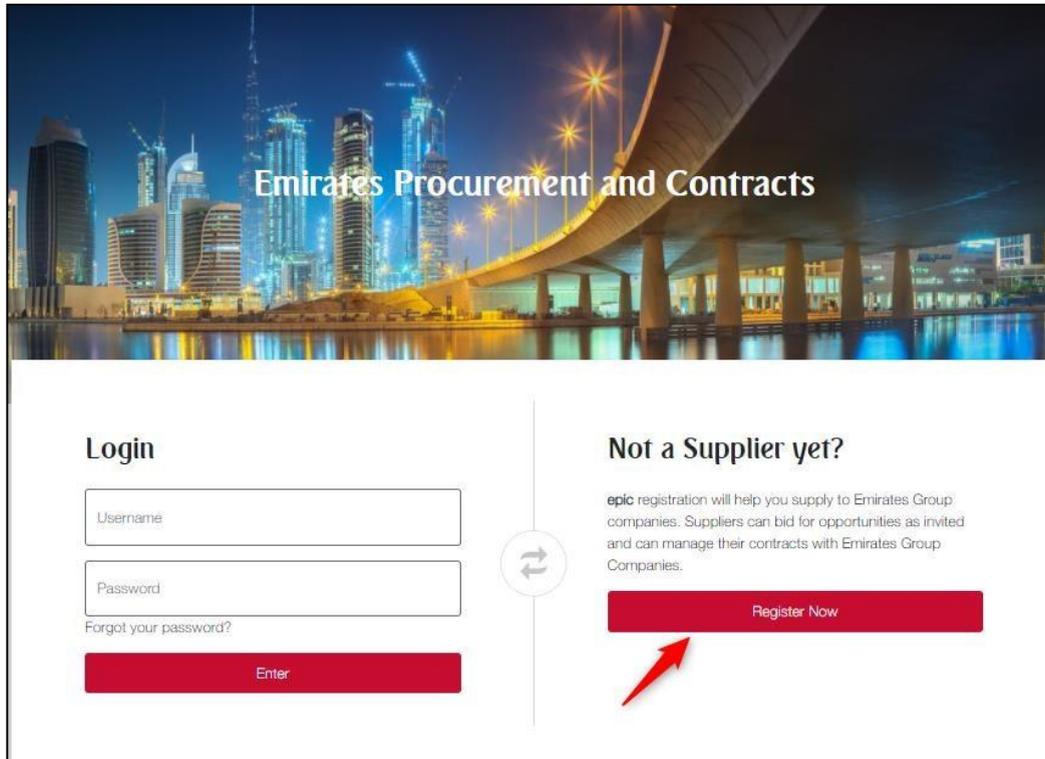
The Super User is the first user that registered on the platform and is responsible for managing other users. The User Management module is where the Super User manages individual user accounts, divisions, user roles, and organizational activity assignments. Depending on configuration and user access, you may have access to the following pages under User Management:

Users - Only users with the "User Setup and Management" right can create user accounts and manage user rights and roles. They can modify User details, modify User Rights, create user Roles and create Divisions.

User Details - This allows you to configure User contact information, Role, Division, language settings, and Username.

User Rights - This allows you to configure user visibility and access rights to RFx, Bid Collectors, Auctions, Contract Management, Supplier Management, Supplier Performance, Development Actions, User Management and File Sharing (if activated by the buyer organization). User Rights can be packaged into User Roles for quick user right assignments.

Default Users - Allows only the Super User to manage a specific User account to receive all email alerts related to events to which your organization is invited and to manage activities in those events on behalf of your organization.
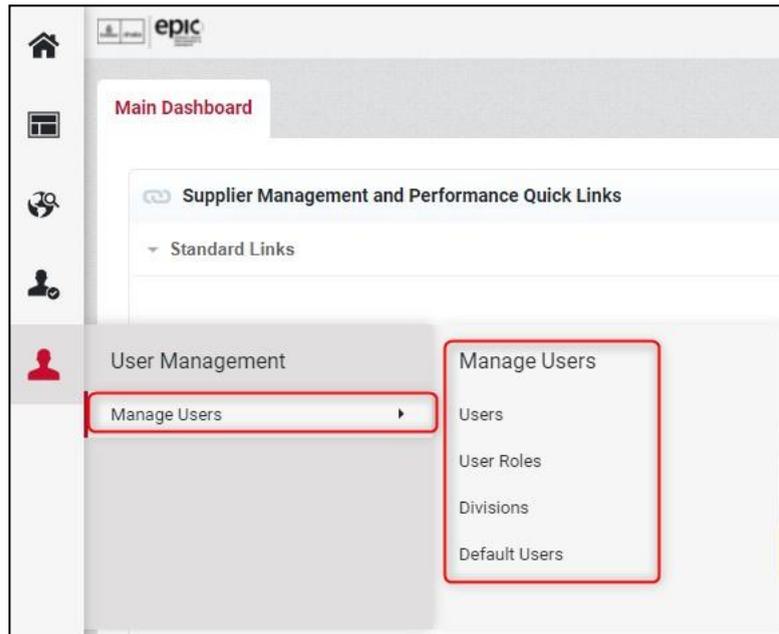
Step 2:

If you would like create User Account under your supplier organization, please follow the below steps

1. Navigate to **User Management** 👤 **> Manage Users > Users**.

2. Click **Create**. A page for creating the new user opens.

3. Complete the **User Details** fields. Mandatory fields are marked with a red asterisk.

4. Click **Save** to create the new user account.

The user will receive a system generated email with their login information. By default, user rights are NOT assigned to a newly added user, unless the user was assigned a Role with user rights configured during account creation.

Step 3:

To edit the user rights, please follow the below steps

1. Navigate to **User Management** 👤 **> Manage Users > Users**.

2. Click the **User's Name** to open the User Details page for that user.

3. Click the **User Rights** link under the Details tab.

4. Click **Edit** to switch to edit mode.

5. Amend the user rights in each module by selecting the relevant options from the dropdown lists.

6. There are typically three levels of access you can select for each user right:

   - No (No access at all)

   - Yes, if I'm added to the User Rights list in the Object (Access is given to user within the individual Auction, RFx, and/or Contract)

- Yes (Access is given to all events)

7. Click **Save** to save the updated level of access.

Users with the **Manage Roles** or **Manage Users, Roles, User Lists and Divisions** right can group user rights into roles, to quickly apply to users who require the same access configuration. **Note**: The "Superuser" has this right by default. The rights for each user account can still be manually revised after the role assignment.

1. Navigate to **User Management** **> Manage Users > User Roles**.

2. Click **Create**. A page for creating the user role opens.

3. Enter a **Role Name**. It must be unique within the organization.

4. Select yes or in the **Shared Role** dropdown. This determines whether the role is visible and selectable by all divisions

5. Amend user rights for the role as needed.

   Note: Two shortcuts are available (**Set Full Rights** and **Set Minimum Rights**) when creating a role in order to set all the permission to the maximum value and minimum value for all rights, or a particular section.

6. Click **Save**. The new user role is created.

You can now return to the existing users and update their Role assignments as needed.

Step 4:

You may also manage additional divisions withing your supplier organization by following the below steps

1. Navigate to **User Management** **> Manage Users > Divisions**.

2. Click **Create.** A page for creating the new division opens.

3. Enter a **Name** and **Description** for the division.

4. Select a user to be the **Division Manager**.

5. Click **Save**. This will trigger a reset of the divisions manager's user rights. Remember to re-define the user rights for the newly appointed division manager.