

Add a user (Admin only)

A **user** is any person in your program who adds, manages, or accesses LENA data.

The LENA Account administrator adds users via the [Users screen](#) and manages users' access to data by setting the user's **organization**, **permissions**, and **association to groups**.


To add a user you will need:

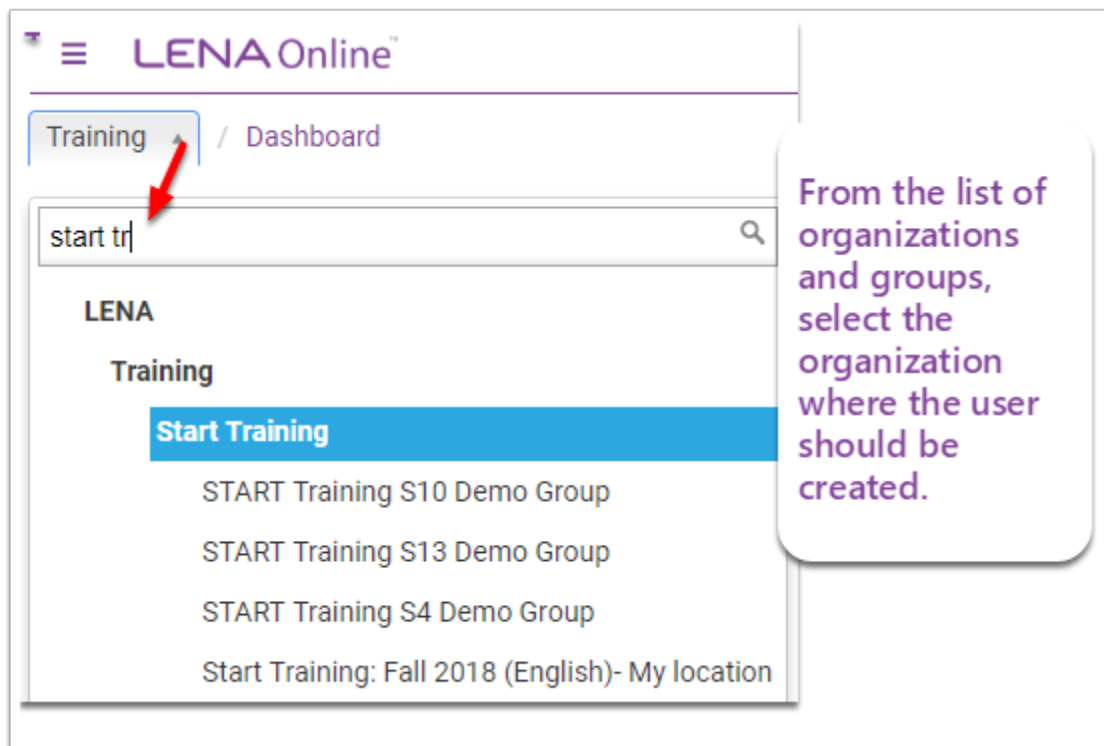
- LENA account admin permission
- the user's full name, with correct spelling
- a valid, functioning email address for the user
- a clear understanding of the user's role and data access needs
- about two minutes per user

1. Select the LENA organization where the new user's account belongs.

Use the context drop-down to choose the **organization** (bolded level) that contains the data this user needs to be able to access.

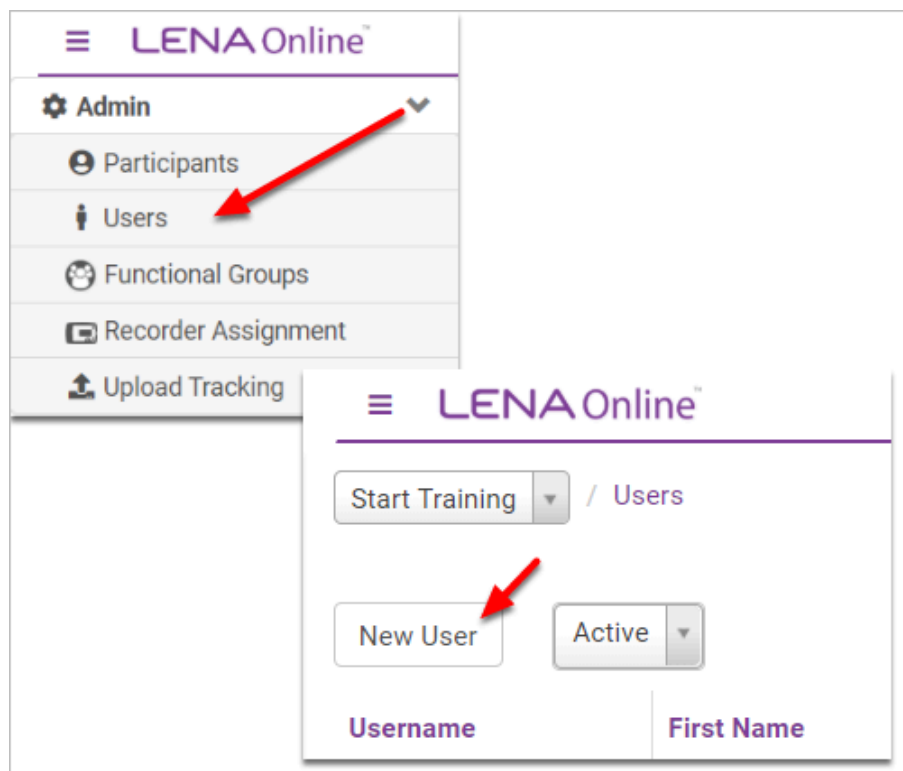
- This organization determines the *highest* level of information the user will be able to access.
- If your organization contains nested partner suborganizations, those may be the appropriate locations for some users.
- A user added to a suborganization will not be able to see data in higher level orgs or in same-level or "sibling" suborgs.

 You must select an organization even if the user will work with only one group in the list. Access to data will be set in a later step.



2. Open the New User screen.

1. From the Main Menu, click **Admin**, then **Users**.
2. Click on the **New User** button.



3. Enter the User's information.

Enter the information highlighted below.

- Be sure to **spell the name correctly**, as it will be used to generate the person's username.
- **The email address must be correct, functional, and unique within the LENA system.**
 - The system will immediately send a New User Account email to this address so that the new user can finish setting up his/her account. This is the only time the system sends out the username, so it's critical for the email address to be correct.
 - An email address can be used for only one user account. The system will not allow duplicate addresses.
- Most users should have **notifications** set to **Yes** for email and/or text.

LENA Online Training User

/ Users / Add New

Edit Participants Functional Groups Ad-Hoc Groups

User Information

Organization
[Text Field]

Title
Enter title e.g. (Mayor, Educator, Supervisor)
[Text Field]

Status
Active [Dropdown]

First Name *
First Name [Text Field]

Middle Name
Middle Name [Text Field]

Last Name *
Last Name [Text Field]

Telephone
[Country Code] (201) 555-0123 [Text Field]

Language
English (United States) [Dropdown]

Notifications

Receive Text Messages
No [Dropdown]

Receive Automated Emails
Yes [Dropdown]

Email *
Enter Email [Text Field]

In most cases, at least one notification method should be set to Yes. If Receive Text Messages is set to Yes, another field will open to enter a cell phone number.

About Notifications

LENA sends a few standard notifications to system users to help you monitor and maximize your participants' success. The user can receive these notifications by text, email, or both. Email is enabled by default, and we recommend you leave it enabled.

Group coordinators/leaders really *must* have notifications enabled in order to get keep their program running smoothly. Put another way, every Group should have at least one associated user with automatic notifications enabled.

What kind of information is sent?

- a daily recording summary for the organization and/or associated groups, depending on the user's role
- notification of issues that may impact a family's success, such as invalid recordings, so that the user can follow up with the family proactively (group-associated users only)
- alerts about system updates, changes, and expected downtime

The LENA system does NOT send:

- spam
- attempts to sell you more LENA products
- cat pictures

4. Security: Select the appropriate permissions.

Security

Access

☐ Is Admin (Includes all permissions)
 ☐ View Child Name
 ☐ View Organization Data

- 💡 If the new user needs Is Admin permission (ability to add other staff users and create new groups):
1. Give the user View Child Name and View Organization Data.
 2. Email LENA Support to request administrator permissions for this user.

Click an option below for guidance on setting up user permissions for your program:

User permissions for LENA Grow roles

- 💡 If a user fills multiple roles, set up just *one* account for that person using the higher level of permissions.
- Exception: If your program has a data *Evaluator* who also fills additional roles, consider setting up two LENA Online user accounts for that person - for example, one for the Evaluator role so that they have access to anonymized reports for printing and sharing with potential partners (if that's a need), and another for their role that needs to view and edit participants.
- Note: Teachers and Tech Support staff who do not fill other roles do not need to be added as users.


LENA Grow Role	Security Settings				Description of access
	Is Admin	View Child Name	View Org	Associate to Group(s)	
Program	x	+	+	*	Full access and control. Can manage users and rooms, plus participants,

Manager					<p>and all other data within the user's organization and any partner organizations/centers nested within it.</p> <p>Can request to add a new partner suborganization or center, or to elevate another user to Is Admin.</p> <p><i>View Child Name and View Org Data permissions are included/implied.</i></p>
Coach		x	x	x	<p>Can add, edit, and view participants and all data within the user's organization and any partner organizations/centers nested within it.</p> <p>Can see classrooms on dashboards and in the context menu, but cannot add or inactivate rooms.</p> <p>Coaches can be associated to classroom groups <i>at or below</i> the coach's organization (max 2 tiers below).</p> <p><i>Each coach <u>must</u> be associated to each room he or she supports in order to access essential features such as the Room Profile, Coaching Session Preparation, room-specific notifications, and session-specific email reminders, as well as for teacher and coach certification purposes.</i></p>
Center Director		x	x		<p>Can add, edit, and view participants and all data within the center. (User account should be created at the center level.)</p> <p>Can see classrooms on dashboards and in the context menu, but cannot add or inactivate rooms.</p>
Evaluator (if applicable)			x		<p>Read-only access to anonymized* data within the user's organization and any partner organizations/centers nested beneath it.</p> <p>*Participant names and room names are masked in all screens and reports, but <i>room names do show in the context drop-down menu.</i></p>

+ Implied.

* Optional. Associate these users to one or more groups *if* user should receive group-specific notifications - for example, if the user is *also* acting as a coach. (User account must be also set to receive automated notifications.)

User permissions for LENA Home roles

 If a user fills multiple roles, set up just *one* account for that person using the higher level of permissions.


Exception: If your *Recruitment Strategist* or *Evaluator* fills additional roles, consider setting up two LENA Online user accounts for that person - for example, one for the Recruitment Strategist role so that they have access to anonymized reports for printing and sharing with potential partners (if that's a need), and another for their role that needs to view and edit participants.

LENA Home Role	Security Settings				Description of access
	Is Admin	View Child Name	View Org	Associate to Group(s)	
Program Manager	x	+	+	*	Full access and control. Can manage users and groups, plus participants, caregivers, and all other data within the user's organization and any partner organizations nested within it.
LENA Online Administrator	x	+	+	*	Can request to add a new partner suborganization, or to elevate another user to Is Admin. <i>View Child Name and View Org Data permissions are included/implied.</i>
Administrative Support		x	x		Can add, manage, and view participants, caregivers, and all data within the user's organization and any partner organizations nested within it. Can see all groups on dashboards and in context menu, but cannot add groups, associate users to groups, or edit group properties.
Home Visitor		x		x	Can add, manage, and view participants, caregivers, and all data within the user's associated groups. Group associations can be made <i>at or below</i> the user's organization (max 2 tiers below).
Evaluator / Researcher (if applicable)			x		Read-only access to anonymized* data within the user's organization and any partner organizations nested beneath it. *Participant names and group names are masked in all screens and reports, but group names do show in the <i>context drop-down menu</i> .

+ Implied.

* Optional. Associate these users to one or more groups *if* user should receive group-specific notifications - for example, if the user is *also* acting as a home visitor. (User account must be also set to receive automated notifications.)

User permissions for LENA Start roles



If a user fills multiple roles, set up just *one* account for that person using the higher level of permissions.

Exception: If your *Recruitment Strategist* or *Evaluator* fills additional roles, consider setting up two LENA Online user accounts for that person - for example, one for the Recruitment Strategist role so that they have access to anonymized reports for printing and sharing with potential partners (if that's a need), and another for their role that needs to view and edit participants.


LENA Start Role	Security Settings				Description of access
	Is Admin	View Child Name	View Org	Associate to Group(s)	
Program Manager	x	+	+	*	Full access and control. Can manage users and groups, plus participants, caregivers, and all other data within the user's organization and any partner organizations nested within it.
Tech Champion	x	+	+	*	Can request to add a new partner suborganization, or to elevate another user to Is Admin. <i>View Child Name and View Org Data permissions are included/implied.</i>
Materials Wrangler		x	x	*	Can add, edit, and view participants, caregivers, and all data within the user's organization and any partner organizations nested within it. Can see all groups on dashboards and in context menu, but cannot add or edit groups.
Coordinator		x		x	Can add, edit, and view participants, caregivers, and all data within the user's associated groups. Group associations can be made <i>at or below</i> the user's organization (max 2 tiers below).
Recruitment Strategist			x		Read-only access to anonymized* data within the user's organization and any partner organizations nested beneath it.

					<p>These settings are also ideal for the data analyst or Evaluator, if your program has one.</p> <p>*Participant names and group names are masked in all screens and reports, but group names do show in the <i>context drop-down menu</i>.</p>
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+ Implied.

* Optional. Associate these users to one or more groups *if* user should receive group-specific notifications - for example, if the user is *also* acting as a coordinator. (User account must be also set to receive automated notifications.)

Other common user roles and corresponding access settings (LENA SP and Snapshot Only)

 If a user fills multiple roles, set up just *one* account for that person using the higher level of permissions.

User Role	Security Settings				Description of access
	Is Admin	View Child Name	View Org	Associate to Group(s)	
Site or Account Administrator	x	+	+	*	<p>Full access. Add, manage, and view all users, groups, participants, caregivers, and all data within the user's organization and any nested organizations below it.</p> <p>Can request to add a new suborganization (e.g., agency, lab, multi-group study, etc.) or to elevate another user to Is Admin.</p> <p><i>View Child Name and View Org Data permissions are implied.</i></p>
Site Supervisor (Agency Supervisor, Lab Manager, Research Project Manager, person designated to do all transfers/printing/exporting, etc.)		x	x	*	<p>Can add, manage, and view all participants, caregivers, and all data within the user's organization and any nested organizations below it.</p> <p>Can see all groups in dashboards and context menu, but cannot add groups, associate users to groups, or edit group properties.</p>
Group Leader (Parent Educator, Early		x		x	Can add, manage, and view participants, caregivers, and all data within the user's associated groups.

<i>Intervention Provider, Research Assistant working with one group only, etc.)</i>					Group associations can be made <i>at or below</i> the user's organization (max 2 tiers below).
Data Viewer: Whole Organization (Evaluator)			x		Read-only access to anonymized* data within the user's organization and any partner organizations nested beneath it. *Participant names and group names are masked in all screens and reports, but group names do show in the <i>context drop-down menu</i> .
Data Viewer: Specific Group(s) (Evaluator)				x	Read-only access to anonymized* data within the user's associated groups. *Participant names and group names are masked in all screens and reports, but group names do show in the <i>context drop-down menu</i> .

+ Implied.

* Optional. Associate these users to one or more groups if user should receive group-specific Daily Recording Summary emails alerts, e.g., for supervisory purposes, or because the user is *also* a group leader. User account must be also set to receive automated emails.

Details on what the access options mean

Is Admin = Full access as "account administrator." Can add functional groups and other users in addition to participants, caregivers, and data. Can see all names and data in the organization. Usually only 2 people per organization/sub-org.

- Administrator access can be [enabled only by LENA staff](#).
- "View Child Name" and "View Organization Data" are included in the "Is Admin" level of permission.

View Child Name = Can see participant names in order to add new participants, assign recorders, and insert participant data (recordings, Snapshots, reading minutes, etc.). *"Name" here refers to whatever has been entered for the Participant; there is no obligation to enter a real name into the system.*

- The View Child Name permission by itself does not make data visible. The user must also have View Organization Data and/or group associations.
- *Without* the View Child Name option:
 - Participant names will be masked in any Org or Group the User can access.
 - Group names will also be masked in reports for printing.

View Organization Data = Can see everything at/under the user's organization, including sub-orgs, groups, and data.

- Users *without* the View Organization Data option can see only groups to which they are assigned.

The access options are not mutually exclusive. They can be combined with one another and with group associations to customize the user's access.

5. Click Submit.

When you click Submit, the system will send an email to the address entered with instructions to set a password.

Important next steps:

1. Associate the user to any Groups he or she manages.



A user who has only View Child Name permission **must** be [associated to a Group](#) in order to use the system.

2. Make sure the new user knows what to do next.

1. Check inbox for New User Account email.
2. Click on the link.
3. Follow onscreen instructions to set password.