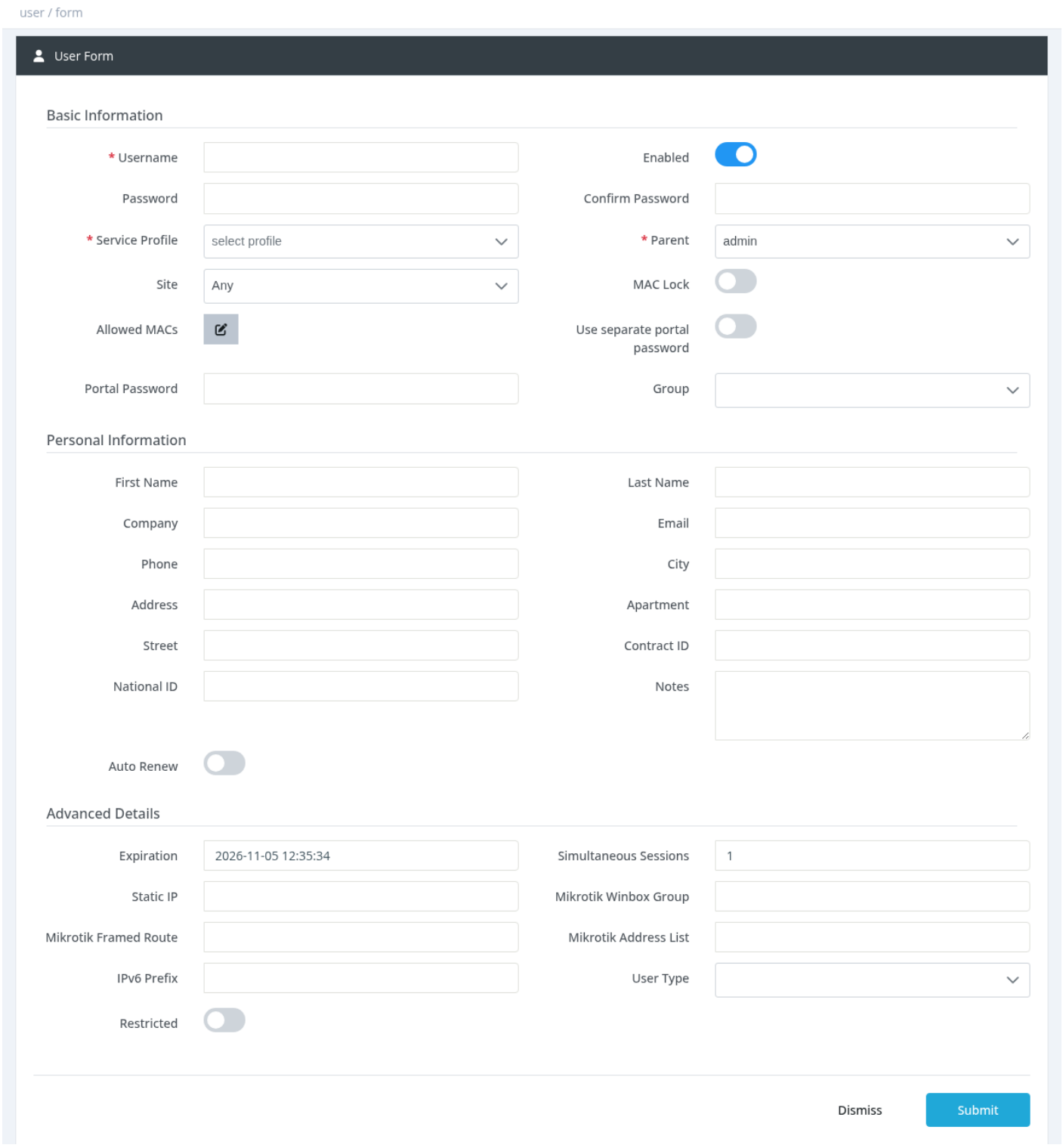
Creating a User

To add a subscriber, open *Users* → *Users List*, click **Actions → New**, fill in the form and click **Submit**.



> **A new user has no service until it is activated.** Creating a user does not charge anything. The expiration is set to the current time (unless the profile has initial values or you set an expiration in Advanced Details). After saving, use Activating a User.

Basic Information

Username

Required and unique. Allowed characters: letters, digits and `. @ _ : -` (no spaces). If the parent manager has a subscriber prefix or suffix, it is added automatically. The username can't be changed later in this form; use Rename User.

Enabled

ON by default. A disabled user can't connect.

Password / Confirm Password

The PPPoE / RADIUS password. It is required when creating a user. By default the same password is used for the User Portal.

Service Profile

Required. The package the user will be activated on.

Parent

The manager who owns the user. Defaults to you. Choosing another manager needs *Users - Change Parent*; you can only choose yourself or one of your sub-managers.

Site

The site the user belongs to. Without *Settings - Sites Management*, your own site is used.

MAC Lock / Allowed MACs

MAC Lock allows the user to connect only from the MAC addresses in **Allowed MACs**. MAC addresses (format `xx:xx:xx:xx:xx:xx`) can be added only after the user has been saved; each change is saved immediately.

Use separate portal password / Portal Password

Turn the switch on and enter a **Portal Password** to give the user a different password for the User Portal than for the internet connection.

Group

Optional. Without *Groups - Assign*, the user gets the parent manager's group.

Personal Information

First Name, Last Name, Company, Email, Phone, City, Address, Apartment, Street, Contract ID, National ID, Notes are optional. The phone number is used for SMS notifications and the email address for email notifications.

Auto Renew

When ON, the subscription is renewed automatically from the user's balance when it expires, if the balance is enough. Needs *Users - Auto Renew*.

Advanced Details

Shown only to managers with *Users - Edit Advanced Fields (dangerous!)*.

Field	Description
Expiration	Set the expiration date directly (format `YYYY-MM-DD hh:mm:ss`).
Simultaneous Sessions	How many connections the user may have at the same time (default 1).
Static IP	A fixed IP address for the user. It must not be used by another user.
Mikrotik Winbox Group, Mikrotik Framed Route, Mikrotik Address List, IPv6 Prefix	MikroTik-specific values sent to the router for this user.
User Type	**Regular User** or **Wireless Access Point**.
Restricted	When ON, only a system administrator can edit this user.

> Administrators can change or add fields to this form under *Settings → Forms*. Custom fields appear at the end of the form.

Common errors

Message	Cause
Exceeded Users Limit	The license user limit, or the manager's maximum number of users, has been reached.
username is already taken	Another user has the same username (including prefix/suffix).
Static IP already used	The static IP is assigned to another user.
access denied	You don't have permission, or the selected parent is not one of your sub-managers.

Required permission: Users - Create

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