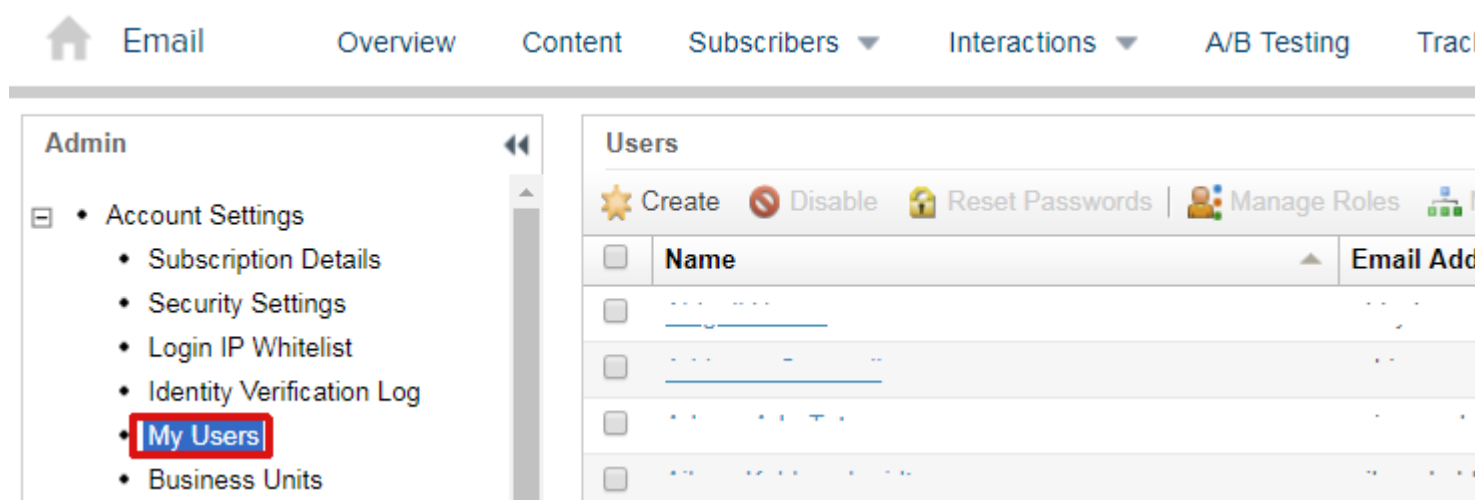


Marketing Cloud Administrative Tasks [1]

April 22, 2019 by [Melanie Jones](#) [2]

eComm specialists can assist users with administrative tasks, such as unlocking a user and resetting their password, granting access to Business Units and changing the user Role.

1. Navigate to **Marketing Cloud >> Email Studio >> Admin**
2. Click **My Users** listed on the left
3. Use the **Search** function to find the user



Unlock User & Reset Password

1. Select the **Name** of the user (image 1)
2. If the user is **Locked Out, Unlock User** (image 2)
 - o This is caused by three failed login attempts.
3. Select **Change Password** (image 2)

Home Email Overview Content Subscribers Interactions A/B Testing Tracking

Admin

- Account Settings
 - Subscription Details
 - Security Settings
 - Login IP Whitelist
 - Identity Verification Log
 - My Users**

Users

Create Disable Reset Passwords Manage Roles

<input type="checkbox"/>	Name	Email Address
<input type="checkbox"/>	Daniella Torres	daniella.torres@cu.edu
<input type="checkbox"/>	Test User	daniella.torres@cu.edu

Home Email Overview Content Subscribers Interactions A/B Testing Tracking

Admin

- Account Settings
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 - Login IP Whitelist
 - Identity Verification Log
 - My Users**
 - Business Units
 - Roles
 - From Address Management
 - Reply Mail Management
- Tracking Configuration

Users > Daniella Torres

Edit **Change Password** Grant Account Login Access

General Settings

Security Status	Locked Out [Unlocked]
Name	Daniella Torres
Reply Email Address	daniella.torres@cu.edu
Add to From Name Dropdown	<input type="checkbox"/> ?
Notification Email Address	daniella.torres@cu.edu
Username	daniella.torres@cu.edu

Business Unit Access

1. **Check the box** next to the user
2. Select **Manage Business Unit**
 - o You can give users access to multiple Business Units
 - o If a user has access to multiple Business Units, you can select which one they will be automatically logged into

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 - Business Units

Users

Create Disable Reset Passwords Manage Roles

<input type="checkbox"/>	Name	Email Address
<input checked="" type="checkbox"/>	Daniella Torres	daniella.torres@cu.edu
<input type="checkbox"/>	Test User	daniella.torres@cu.edu

Role

1. Check the box next to the user
2. Select **Manage Roles**
 - o eComm users who CAN send emails should have one Role
 - **eComm - Data Extension**
 - o eComm users who CAN NOT send emails should have two Roles
 - **eComm - Data Extension**
 - **Deny Sender**

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 - Business Units

Users

Create Disable Reset Passwords **Manage Roles**

<input type="checkbox"/>	Name	Email Address
<input checked="" type="checkbox"/>	Daniella Torres	daniella.torres@cu.edu
<input type="checkbox"/>	Test User	daniella.torres@cu.edu

Related Wiki Posts

- [How to Troubleshoot Common Issues](#) [3]
- [eComm Upgrade | Marketing Cloud Permissions](#) [4]

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