

Managing multiple users on Monitoreal appliances

First steps

1. Power on your Monitoreal Appliance (MR) by plugging in the official Power Supply Unit (PSU), which comes in the box with the appliance.
2. Find the MR's IP address and paste it in the browser tab to reach the MR's Web User Interface (WUI). (Please refer to the official [Monitoreal User Manual](#) for instructions on finding the IP address of the appliance.)
3. You will be prompted to input the login credentials. Use the default credentials for your first login, and please do not forget to change them after setting up the device for safety precautions.
4. When logged in using the default credentials, your User Role on the appliance is determined as "Device Owner". This allows you to freely change any settings on the appliance, create various user accounts and permissions, etc.

User permissions

1. To reach the User Permissions list, please proceed to: Settings → Users.
2. The MR has three permission levels (Roles) available on the appliance by default: Administrator, Editor, and Viewer. You can see the permitted actions of each Role by clicking on the "Eye" icon next to it.
3. Additionally, you can create an unlimited number of your own Roles by following these steps:
 - Click on "Add role";
 - Create a name for your permission level. If you want to change it later, you can do so by simply clicking on the Role name;
 - Click "Save";
 - Click on the "Pencil" button on the right side to start adding permitted actions to your Role;
 - Click "Save" to save the changes.or
 - Click on the "Trash can" button to delete the Role.

Users list

1. To reach the Users list, please proceed to: Settings → Users.
2. To create a user, follow these steps:
 - Click on "Add User";
 - Create a Username and Password for your newly-created user (mandatory fields);
 - Select the preferred role from the drop-down list (mandatory field);
 - Provide the First and Last names, and the email address (optional fields);
 - Click "Save".
 - In case you need to change the user information or the assigned role in the future, press the "Pencil" button next to the desired user.

IMPORTANT NOTE:

The MR system distinguishes user accounts between the following two types:

Local User - is a user created on the device in the “Users” section. The local user’s credentials are required to log in to the MR WUI, while being on the same network as the appliance.

Global User - is a user created when first registering on the MR Mobile Application. The global user’s credentials are required to log in to the MR Mobile App and after connect it to the MR appliance.

Logging in to the WUI using your credentials and permissions

1. Find the MR’s IP address and paste it in the browser tab to reach the MR’s Web User Interface (WUI). Please note that you must be connected to the same network as the MR appliance.
(Please refer to the official [Monitoreal User Manual](#) for instructions on finding the IP address of the appliance.)
2. Type in the Username and Password, that were given to you by the administrator of the appliance.
3. Click “Log in”.
4. The WUI of the appliance will be displayed according to the permissions that your Local User account possesses.

Connecting your MR mobile application

Please download the latest version of the MR Secure Guard mobile application from the official store and create an account on it. For more guidance, please refer to the official [Monitoreal Secure Guard](#) documentation or the official [Monitoreal User Manual](#).

Given that you have already created an account and successfully logged in to the application, there are three ways to connect your MR app with the account on the MR appliance, which you can choose from:

1. Connecting on the MR appliance by following these steps:
 - Log in using your Local User credentials;
 - Proceed to: Settings → Mobile;
 - Click “Login”;
 - Provide your Global User’s credentials (the credentials you use to log into the MR mobile app);

Once the credentials have been validated, you will see the message confirming it, and the MR appliance will appear on your MR mobile application. The functionality will be limited in accordance with your permissions.

2. Connecting on the MR mobile application by following these steps:
 - Log in to the MR mobile application;
 - Proceed to the “Devices” tab;

- Click on “+” and allow the application to scan your network for the MR appliances. Make sure that your MR mobile app is connected to the same network as the MR appliance;
- When found, click on the appliance. This will open a login window, where you will need to provide the Local User’s credentials (the username and password which were shared with you by the administrator of the appliance);
- Once you have successfully logged in, proceed to: Settings → Mobile;
- Click “Login”;
- Provide your Global User’s credentials (the credentials you use to log into the MR mobile app);

Once the credentials have been validated, you will see the message confirming it, and the MR appliance will appear on your MR mobile application. The functionality will be limited in accordance with your permissions.

IMPORTANT NOTE:

The owner account of the MR Appliance must be logged in on the “Mobile” page of the WUI, for other users of the appliance to be able to successfully connect their MR Appliance to the MR Mobile application.



For any support-related questions or queries, please contact Monitoreal through the official [Monitoreal Support Form](#).

