
Managing Users

IRON MOUNTAIN CONNECT™



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Managing Users

Administrators assign each Iron Mountain Connect user a user profile where key information is stored and access and permissions are set.

Use this section to learn how to:

- Search for existing users
- Modify an existing user's profile
- Create a new user
- Give users access and permission to Iron Mountain Connect Records Management
- Clone a user profile to save valuable data entry time
- Export a list of users

Searching for Existing Users

The screenshot shows the Iron Mountain Connect user interface. At the top, the navigation bar includes the logo, the user name 'Welcome Jennifer Stackhouse', and links for 'PROFILE', 'ENGLISH (US)', 'SUPPORT', and 'LOG OUT'. Below the navigation bar, there are tabs for 'HOME' and 'ADMIN'. The main content area is divided into several sections:

- My Quick Links:** A list of links including 'Records Management', 'Escrow Management', 'Shredding', 'My Profile', 'Manage Users', 'Resources', and 'Pay Bill'. An orange callout box with the number '1' points to the 'Manage Users' link.
- Resources:** A section with a profile picture and contact information for support, including 'View Messages', 'Email question to support', and 'By Phone' contact details.
- Records Management:** A section with a search box and a 'Go' button.
- Shredding:** A section with a 'Go' button.
- Reports:** A section with tabs for 'REQUEST A REPORT', 'MY RECENT REPORTS', and 'SCHEDULED REPORTS'. It includes dropdown menus for 'Category' and 'Service Area', and a table with columns for 'Report Title' and 'Report Samples'.
- System Notifications:** A section with a red warning icon and text about 'Removal of Inactive Accounts' and 'March 13th, 2014 - IMConnect User Profile Maintenance'.
- What's New:** A section with text about 'Enhanced Search Functionality for Iron Mountain Connect Records Management' and 'What's New - IMConnect September 2014 Release'.
- Document Imaging Solutions:** A section with a photo of a person at a computer and text about 'Find what you need - fast. Shorten response times.' and a 'Learn more>' link.

Searching for Existing Users

The screenshot shows the Iron Mountain Connect user management interface. The top navigation bar includes 'HOME' and 'ADMIN' buttons. The main content area is divided into a left sidebar for filters and a right section for search results. The sidebar contains filters for 'Record Management Users', 'Permissions', 'Customer', 'Division', and 'Department', each with a 'Select All' option. A 'Search' button is located at the bottom of the sidebar. The search results section shows a table with columns for 'ID' and 'Status'. The interface is annotated with six numbered callouts:

- 2** Select Records Management Users. Enhanced filters and search functionality are enabled on screen.
- 3** Search by username, email and first or last name to find a specific user or to determine whether or not a user has already been created. You are able to leave these filters open to perform a more general search using the filters below.
- 4** Search by Permission to find all users based on the tasks they are approved for.
- 5** Search by Customer, Division and Department. Division and Department are functional for customers that are division- or department-enabled.
- 6** Click Search. Users that match your filters are displayed in the Search Results section of the screen.

The bottom right of the search results area displays the text "No data to display".


Searching for Existing Users

The screenshot displays the Iron Mountain Connect user management interface. The top navigation bar includes the logo, user name (Welcome TAUSER34 TAUSER), profile link, notification icon (14), language (ENGLISH (US)), support link, and log out link. The left sidebar contains navigation options (HOME, ADMIN) and filters for user selection (All Users, Record Management Users), user properties, permissions, customer (TC001 [TORONTO CUSTOMER]), division (MASTER DIVISION), and department (Select All). A Search button and a Clear button (represented by a circular arrow icon) are located at the bottom of the sidebar.

The main content area shows search results for users. The table has columns for ID, Date Created, First Name, Last Name, Email, and Status. The first row is highlighted, and a callout points to the user's name.

ID	Date Created	First Name	Last Name	Email	Status
amber.orler@ironmountain.com	01/09/2013	Amber	Orler-Byrnes	amber.orler@ironmountain.com	Active
Douglas.Kochel@ironmountain.com	07/14/2014				Active
jcorrado@test.com	06/02/2006				Active
kimberlee.ernst@ironmountain.com					Active
lovette.mayberry@ironmountain.com	01/09/2013				Active
stacy.hubert@ironmountain.com	07/12/2012				Terminated

Callout 1 (Orange): Click to open the User Profile screen and view and update the users contact, account information and system settings.

Callout 2 (Yellow): Click Clear  to reset the user properties and restart a new search.

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Searching for Existing Users

The screenshot shows the Iron Mountain Connect user profile management interface. At the top, there is a navigation bar with 'HOME' and 'ADMIN' buttons. The 'ADMIN' button is highlighted with a blue circle containing the number '9'. Below the navigation bar, there is a 'Terminate' button and a 'Back' button. The user's profile information is displayed, including the email 'jcorrado@test.com', status 'Active', phone number '555-555-5555', and another email 'jcorrado@test.com'. The profile is divided into three sections: 'Profile', 'Contact Information', and 'Address Information'. The 'Contact Information' section is expanded, showing fields for Salutation, First Name, Middle Initial, Last Name, Post Name, Title, Address Line 1, Address Line 2, Address Line 3, City, State/Province/Region, and Country. A blue circle with the number '8' points to the 'Save' button. A yellow circle with the letter 'i' points to the 'Address Information' section. A yellow callout box points to the 'Save' button with the text: 'Update and add information to the user profile. Click Save.' A blue callout box points to the 'Back' button with the text: 'Click Back to return to the User Profile screen.'

IRON MOUNTAIN[®] CONNECT

Welcome Jennifer Stackhouse PROFILE ENGLISH (US) SUPPORT LOG OUT

HOME ADMIN

ADMINISTRATION User Business

< Back Terminate jcorrado@test.com Active 555-555-5555 jcorrado@test.com

Profile

Records Management Access/Privileges

Save Clone

Contact Information

* Salutation: Mrs.

* First Name: jeanette

Middle Initial:

* Last Name: corrado

Post Name:

Title:

* Address Line 1: 39 Orchard Court

Address Line 2: Street address, PO box

Address Line 3:

* City: Royersford

* State/Province/Region: Pennsylvania

* Country: United States

* indicates required

9 Click Back to return to the User Profile screen.

8 Update and add information to the user profile. Click Save.

i The user profile is divided into three expandable/collapsible sections. Click to change the information you see.

Creating a New User

Users

- All Users
- Record Management Users

Select User Property ▾

Select User Property ▾

Permissions:

Check boxes out ▾

Customer:

TC001 [TORONTO CUSTOMER] ▾

Division:

MASTER DIVISION ▾

Department:

Select All ▾

Search



Search Results

Create User...

Clone User...

Account

1 Action ▾

Export ▾

ID					Status	
<input type="checkbox"/>	amber.orler@ironmountain.com	01/09/2013			Active	
<input type="checkbox"/>	Douglas.Kochet@ironmountain.com	07/14/2014			Active	
<input type="checkbox"/>	jcorrado@test.com	06/02/2006			Active	
<input type="checkbox"/>	kimberlee.ernst@ironmountain.com	09/19/2014			Active	
<input type="checkbox"/>	lovette.mayberry@ironmountain.com	01/09/2013			Active	
<input type="checkbox"/>	stacy.hubert@ironmountain.com	07/12/2012	Stacy	Hubert	stacy.hubert@ironmountain.com	Terminated

Once you have verified that there is no profile associated with this user, click Create User... to open the User Profile screen.

Creating a New User

< Back

Profile

Save

* Username:

Status:

Challenge Status:

Company: IM DEMO

* Role: Client User Administrator
 Client Content Administrator
 Standard User
 Records Management Organization Group Administrator

Password Reset: System-generated

Report Group: Basic Record Management
 Shredding Center

* Applications: Records Management
 Secure Shredding

2

Enter as much information as possible in the user profile. You must enter data in all required fields (marked with a red asterisk *).

- Enter the username and set the user's role.
- Select one of the following to control how the user's password is set:
 - System-generated: Iron Mountain Connect automatically emails a system-generated password to the email address on the user profile at user creation.
 - Manually-generated: Manually create the password and email it to the user.
- Select the Records Management application to give access to Iron Mountain Connect for Records Management.
- Set the Report Group to Basic Records Management to give access to Records Management reports within Report Center.

3

Click Save to create the user profile. There is a delay while the system finalizes the user, and you can continue to step 4.

Creating a New User: Setting User Access/Permissions

IRON MOUNTAIN CONNECT

Welcome Jennifer Stackhouse PROFILE ENGLISH (US) SUPPORT LOG OUT

HOME ADMIN

ADMINISTRATION User Business Groups

< Back Terminate jjames212 Active 222-932-0098 jjames2@me.com

Profile

Records Management Access/Privileges

Success
User jjames212 was created successfully.

Warning
The User has not yet been granted privileges and access to: **Records Management**

4 Click the Records Management Access/Privileges link to open the User Security screen and grant the user access to Iron Mountain Connect Records Management functionality.

Shredding Center

* Lines of Business: Records Management Secure Shredding Technology Escrow

Grant Access/Privileges

Creating a New User: Setting User Access/Permissions

IRON MOUNTAIN CONNECT Welcome RC2 TestUser2 PROFILE ENGLISH (US) SUPPORT LOG OUT

HOME ADMIN

< Back Terminate **jstevens12** Active 215-049-4985 jstevens1@medtech.net

Profile

Records Management Access/Privileges

Warning
There is a delay while your user record is finalized. Once this process is complete, you may assign and save user access/permissions.

Records Management Access/ Permissions **Save**

Assign Permissions Some permission required

SELECT ALL

General:

- Search for records

Service Options:

- Check boxes out
- Check files out
- Order unlisted files
- Order copies of records
- Order fax transmission of records
- Order pickup service
- Order supplies
- Permanently remove boxes from storage
- Permanently remove files from storage

Service Level Options:

- Premium service half day
- Premium service rush

Order Inquiry:

- Track order

5 There is a 5 minute delay while the user record is finalized. Once this is complete, assign the user permissions.

i The Records Management Access/Permissions screen is divided into three expandable/collapsible sections:

- Permissions
- Organizational Access
- History

Click to change the information you see.

Creating a New User: Setting User Access/Permissions

The screenshot shows the 'Records Management Access/Permissions' page for user 'brianscottRC2'. The user is active, with ID 6104175598 and email brianscott1969@yaboo.com. The page includes a 'Save' button and an 'Assign Organizational Access' section. Callout 6 points to the organizational access tree, and callout 7 points to the 'Save' button.

7 Save all changes to the users permissions and access.

6 Assign organizational access by choosing the Customers, Divisions and Departments to which this user has access.

Records Management Access/ Permissions **Save**

Assign Organizational Access * at least one organization required

All users, when initially created, will get access to all addresses for the customers they have access to.

- RC2C1 [RC2 TEST CUSTOMER #1]
 - _MASTER [MASTER DIVISION]
- RC2C2 [RC2 TEST CUSTOMER #2]
 - _MASTER [MASTER DIVISION]

applies to entire customer
applies to entire division
applies to entire customer
applies to entire division

Change History

Date/Time	Action	Modified By
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Creating a New User: New User Welcome Email

IRON MOUNTAIN®

IRON MOUNTAIN CONNECT™
PLACE AN ORDER

Ordering at Your Fingertips!

Getting Started

Let's get you started using the Iron Mountain Connect™ hub, just follow the two simple steps below and you're on your way! You'll have tools and resources to easily manage your offsite records and shred programs. Place orders, run activity reports, access your inventory data and more – right at your fingertips!

To start, here is your login information to access the Iron Mountain Connect hub:
Username: OGA_S1_RC2_MAY23
Password: k9@a18x5c2

This password expires in 24 hours. Click the following link to Log In and update your password.

> LOG IN

FIRST, go to Iron Mountain Connect and log in »
(It's easy, just use the log in information provided)

NEXT, learn how Iron Mountain Connect can help you. Get started by accessing Training and Resources here »

8

If you selected the System-generated Password Reset option in step 2b, the new user receives this Welcome email.

Within 24 hours, the user must log in to Iron Mountain Connect with the username and password provided.

Refer to the *Password Reset How To* training guide for additional information.

Setting Access/Permissions for Multiple Users

The screenshot shows the Iron Mountain Connect user management interface. The top navigation bar includes the logo, a welcome message, a profile dropdown, language selection (English US), support, and a log out button. Below the navigation bar are 'HOME' and 'ADMIN' tabs. The main content area is divided into a left sidebar and a central search results table.

Callout 1: Search for the users for whom you need to set permissions/access. Refer to [Searching for Existing Users](#).

Callout 2: Click to select users from the list. The Action button is only enabled after you select multiple checkboxes.

Search Results Table:

ID	First Name	Last Name	First Name	Last Name	Email	Status
<input checked="" type="checkbox"/>	CUA1	RC2_DELPHI	CUA1	RC2_DELPHI	CUA1_RC2_DELPHI@test.com	ACTIVE
<input checked="" type="checkbox"/>	CUA2	RC2_DELPHI	CUA2	RC2_DELPHI	CUA2_RC2_DELPHI@iron.com	ACTIVE
<input checked="" type="checkbox"/>	CUA3	RC2_DELPHI	CUA3	RC2_DELPHI	CUA3_RC2_DELPHI@iron.com	ACTIVE
<input type="checkbox"/>	CUA	Imtiaz_Ali_LOB	CUA	Imtiaz_Ali_LOB	CUA_Imtiaz_Ali_LOB@test.com	ACTIVE
<input type="checkbox"/>	cua	imt_j10	cua	imt_j10	cua_imt_j10@iron.com	ACTIVE
<input type="checkbox"/>	CUA	RC2_DELPHI_cua	CUA	RC2_DELPHI_cua	Venkatalakshmi.Nandipati@ironmountain.com	ACTIVE
<input type="checkbox"/>	CUA	RC2_DELPHI_Std2	CUA	RC2_DELPHI_Std2	CUA_RC2_DELPHI_Std2@test.com	ACTIVE
<input type="checkbox"/>	DelphiUser1	Dit3	DelphiUser1	Dit3	2Imtiaz.shaik@ironmountain.com	ACTIVE
<input type="checkbox"/>	IMT_CCA	DELPHI_JAN20_1	IMT_CCA	DELPHI_JAN20_1	IMT_CCA_DELPHI_JAN20_1@iron.com	ACTIVE
<input type="checkbox"/>	IMT_CUA	DELPHI_JAN20_11	IMT_CUA	DELPHI_JAN20_11	vikrankkkkk@ironmountain.com	ACTIVE
<input type="checkbox"/>	IMT_STD	DELPHI_JAN20	IMT_STD	DELPHI_JAN20	IMT_STD_DELPHI_JAN20@iron.com	ACTIVE
<input type="checkbox"/>	IMT_STD	DELPHI_JAN20_2	IMT_STD	DELPHI_JAN20_2	IMT_STD_DELPHI_JAN20_2@iron.com	ACTIVE
<input type="checkbox"/>	no_lob	user1	no_lob	user1	no_lob_user1@test.com	ACTIVE
<input type="checkbox"/>	rc2dit3qa		rc2dit3qa		rc2dit3qa@test.com	ACTIVE
<input type="checkbox"/>	rkushwah	rajesh	kushwaha		rajesh1_alld@yahoo.com	ACTIVE
<input type="checkbox"/>	Test12345	@test.com			Test12345@test.com	ACTIVE

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Setting Access/Permissions for Multiple Users

The screenshot displays the Iron Mountain Connect Admin interface. At the top, there is a navigation bar with 'HOME' and 'ADMIN' buttons. The main content area is titled 'Users' and shows a search results table. The table has columns for 'ID', 'Date Created', 'Name', and 'Status'. A dropdown menu is open over the 'Action' column, showing options: 'Add Permissions...', 'Remove Permissions...', 'Add Access...', and 'Remove Access...'. A blue circle with the number '3' is positioned above the dropdown menu. An orange callout box on the right contains text and a bulleted list.

Welcome " > <input onfocus=alert(/XSS/) > " > <input onfocus=alert(/XSS/) > PROFILE ENGLISH (US) SUPPORT LOG OUT

IRON MOUNTAIN CONNECT

HOME ADMIN

Users

All Users
Record Management Users

Select User Property

Select User Property

Permissions:
Access shredding services

Customer:
Select All

Division:
Select All

Department:
Select All

Search

Search Results

Create User... Clone User... Account Action

ID	Date Created	Name	Status
<input checked="" type="checkbox"/>	01/15/2015	CUA1_RC2_DELPHI	ACTIVE
<input checked="" type="checkbox"/>	01/15/2015	CUA2_RC2_DELPHI	ACTIVE
<input checked="" type="checkbox"/>	01/15/2015	CUA3_RC2_DELPHI	ACTIVE
<input type="checkbox"/>	12/29/2014	CUA_lmtiaz_All_LOB	ACTIVE
<input type="checkbox"/>	01/08/2015	cua_lmt_j10	ACTIVE
<input type="checkbox"/>	01/06/2015	CUA_RC2_DELPHI_cua	ACTIVE
<input type="checkbox"/>	01/06/2015	CUA_RC2_DELPHI_Std2	ACTIVE
<input type="checkbox"/>	01/08/2015	DelphiUser1Dit3	ACTIVE
<input type="checkbox"/>	01/20/2015	IMT_CCA_DELPHI_JAN20_1	ACTIVE
<input type="checkbox"/>	01/20/2015	IMT_CUA_DELPHI_JAN20_11	ACTIVE
<input type="checkbox"/>	01/20/2015	IMT_STD_DELPHI_JAN20	ACTIVE
<input type="checkbox"/>	01/20/2015	IMT_STD_DELPHI_JAN20_2	ACTIVE
<input type="checkbox"/>	01/13/2015	no_job_user1	ACTIVE
<input type="checkbox"/>	01/05/2015	rc2dit3qa	ACTIVE
<input type="checkbox"/>	01/16/2015	rajesh	ACTIVE
<input type="checkbox"/>	01/12/2015	Test12345@test.com	ACTIVE

3

Select the Action dropdown to set Iron Mountain Connect Records Management permissions and access for multiple users at once:

- Add Permissions – grant permission to perform different Records Management functions
- Remove Permissions – remove permission to perform different Records Management functions
- Add Access- grant organizational access
- Remove Access – remove organizational access

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Setting Access/Permissions for Multiple Users

Welcome " ><input onfocus=alert(/XSS/) > " ><input onfocus=alert(/XSS/) > PROFILE ENGLISH (US) SUPPORT LOG OUT

IRON MOUNTAIN CONNECT

HOME ADMIN

Users

All Users
Record Management Users

Select User Property

Select User Property

Permissions:
Access shredding services

Customer:
Select All

Division:
Select All

Department:
Select All

Search

Search Results

Create User... Clone User... Account Action

ID Date Created First Name Last Name Email Status

CUA1 DELPHI@test.com ACTIVE

CUA2 DELPHI@iron.com ACTIVE

CUA3 DELPHI@iron.com ACTIVE

CUA All_LOB@test.com ACTIVE

cua_iron.com ACTIVE

CUA nmi.Nandipati@ironmountain.com ACTIVE

CUA ELPHI_Std2@test.com ACTIVE

Delph @ironmountain.com ACTIVE

IMT_1 LPHI_JAN20_1@iron.com ACTIVE

IMT_2 @ironmountain.com ACTIVE

IMT_3 LPHI_JAN20@iron.com ACTIVE

IMT_4 LPHI_JAN20_2@iron.com ACTIVE

no_lo 1@test.com ACTIVE

rc2dit est.com ACTIVE

@yahoo.com ACTIVE

test.com ACTIVE

Export

Add Records Management Access Close X

Multi-User Edit
You are modifying the settings for 3 users.

Select the organizations for which access should be ADDED.

RCE3 [RCE LENGTH 15, VAL RC NO, DIV YES] Applies to entire customer

Confirm > Cancel

4 Set the access or permissions and click Confirm. Iron Mountain Connect Records Management displays a success message and sends confirmation of the changes to your email address.

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Cloning a User

1 Use the filters to search for the user you wish to clone.

2 Click to select the user from the search results displayed on screen.

3 Click Clone User.... A new user profile is generated. Settings from the base user are copied.

i Cloning saves you data entry by copying the user profile with the information intact. You are still required to enter identifying information in key fields, however, the system settings and much of the data is copied.

ID	Date Created	First Name	Last Name	Email	Status
Message_Admin_01	09/18/2014	Message_Admin_01	Message_Admin_01	Message_Admin_016@irm.com	ACTIVE
Message_Admin_02				@irm.com	ACTIVE
Message_Admin_03				@irm.com	ACTIVE
Message_Admin_05				@infinite.com	ACTIVE
message_admin_100	09/18/2014	test	test	hhhttt3@ch.com	ACTIVE
nelsonk85				RM.COM	ACTIVE
perlio2014					ACTIVE
provision_user2					ACTIVE
QACUATA1				OM	ACTIVE
raja1				@gmail.com	ACTIVE
raja2	09/18/2014	IMC	TOM	sdfsfsss212sd@gmail.com	ACTIVE
raja3				com	ACTIVE
raja4				m	ACTIVE
raja51				om	ACTIVE
rc1raja02					ACTIVE
rc1raja08	09/18/2014	Raja	Murugesan	rc1raja08@test.com	ACTIVE
rc2.user@imrm.com	09/18/2014	Test	User	rc2.user222@imrm.com	ACTIVE
RC2DIT10USER1				t.com	ACTIVE
rc2harris06				om	ACTIVE
RC2TAUSER1					ACTIVE

Cloning a User

IRON MOUNTAIN® CONNECT

Welcome Jennifer Stackhouse PROFILE ENGLISH (US) SUPPORT LOG OUT

HOME ADMIN

ADMINISTRATION User Business Groups

< Back

Profile

Save

Contact Information

* Salutation: Mr. [v]

* First Name: []

Middle Initial: []

* Last Name: []

Post Name: []

Title: []

* Address Line 1: Street address, PO box [!]

Address Line 2: Street address, PO box []

Address Line 3: []

* City: [!]

* State/Province/Region: Alabama [v]

* Country: United States [v]

* indicates required

5 Click Save to finish the cloning process and create a new user.

4 Much of the data has been copied from the original user record. You must enter data in all required fields (marked with a red asterisk).
Select Records Management Line of Business in the Account section of the User Profile to give this user permission to access Iron Mountain Connect Records Management.

Cloning a User

IRON MOUNTAIN[®] CONNECT

Welcome Jennifer Stackhouse PROFILE ENGLISH (US) SUPPORT LOG OUT

HOME ADMIN

ADMINISTRATION User Business Groups

< Back Terminate barbjames9999 Active 221-394-9903 bjames31224@me.com

Profile

Records Management Access/Privileges

Success
User barbjames9999 was cloned from user jjames212 successfully.

Warning
The User has not yet been granted privileges and access to: **Records Management**

Save Clone

* Salutation: Ms.
* First Name: Barbara
Middle Initial:
* Last Name: James
Post Name:
Title:
* Address Line 1: 12 Rigley Drive
Address Line 2: Street address, PO box
Address Line 3:

6 Repeat the cloning process to continue creating users from this base profile as necessary.

7 Refer to [Creating a New User](#) to grant the user access to Iron Mountain Connect for Records Management.

Inactivating / Reactivating a User

The screenshot shows the Iron Mountain Connect user management interface. The top navigation bar includes the logo, user name (Welcome TAUSER34 TAUSER), and links for PROFILE, ENGLISH (US), SUPPORT, and LOG OUT. The main content area is titled 'Users' and contains a search results table. Three callouts are overlaid on the interface:

- 1** Search for the user you need to activate/inactivate. Refer to [Searching for Existing Users](#).
- 2** Click the checkbox to select the user from the list.
- 3** Select the Account dropdown and change the status:
 - If the user status is Active you are able to terminate (this sets the users status to Inactive; it does not remove the user from the system)
 - If the user is Inactive, you are able to activate

The search results table is as follows:

ID	Date Created	First Name	Last Name	Account	Status
Message_Admin_01	09/18/2014	Message_A...	Me		
Message_Admin_02	09/18/2014	Message_A...	Me		
Message_Admin_03	09/18/2014	Message_A...	Me		
Message_Admin_05	09/18/2014	Message	Ad		
message_admin_100	09/18/2014	test	tes		
<input checked="" type="checkbox"/> nelsonk65	09/18/2014	Kim	Nel		
perlio2014	09/18/2014	test	test4	anethhtrt@utut.com	ACTIVE
provision_user2	09/18/2014	Chico	tra	jjjt@yyy.com	ACTIVE
QACUATA1	09/18/2014	QACUATA			
raja1	09/18/2014	IMC	TO		
raja2	09/18/2014	IMC	TO		
raja3	09/18/2014	imctom	tom	sdfsd23sdfsd@gmail.com	ACTIVE
raja5	09/18/2014	raja5	raja5	raja5sdfsd@gmail.com	ACTIVE
raja51	09/18/2014	raja511	raja511	raja5sdfsd@gmail.com	ACTIVE
rc1raja02	09/18/2014				
rc1raja08	09/18/2014	Raja	Mu		
rc2.user@imrm.com	09/18/2014	Test	Us		
RC2DIT10USER1	08/18/2014	RC2DIT10USER1	RC2DIT10USER1	RC2DIT10USER1@test.com	ACTIVE
rc2harris06	09/18/2014	Harris	Sarwin	rc2harris06@test.com	ACTIVE
RC2TAUSER1	08/14/2014	RC2TAUSER1	RC2TAUSER1	RC2TAUSER1@test.com	ACTIVE

Inactivating / Reactivating a User

IRON MOUNTAIN® CONNECT

Welcome " <input onfocus=alert(/XSS/) > " <input onfocus=alert(/XSS/) > PROFILE ENGLISH (US) SUPPORT LOG OUT

HOME ADMIN

Users

All Users
Record Management Users

Select User Property

Select User Property

Permissions:
Access shredding services

Customer:
Select All

Division:
Select All

Department:
Select All

Search

Search Results

Success
Your request to Activate "CUA1_RC2_DELPHI CUA1_RC2_DELPHI " is being processed.

Create User... Clone User... Account Action

Export

ID	Date Created	First Name	Last Name	Email	Status
CUA1_RC2_DELPHI				CUA1_RC2_DELPHI@test.com	INACTIVE
CUA2_RC2_DELPHI				CUA2_RC2_DELPHI@iron.com	ACTIVE
CUA3_RC2_DELPHI				CUA3_RC2_DELPHI@iron.com	ACTIVE
CUA_ImtiaZ_All_LOB				CUA_ImtiaZ_All_LOB@test.com	ACTIVE
cua_imt_j10				cua_imt_j10@iron.com	ACTIVE
CUA_RC2_DELPHI_cua				Venkatalakshmi.Nandipati@ironmountain.com	ACTIVE
CUA_RC2_DELPHI_Std2	01/06/2015	CUA_RC2_DELPHI_Std2	CUA_RC2_DELPHI_Std2	CUA_RC2_DELPHI_Std2@iron.com	ACTIVE
DelphiUser1Dit3				DelphiUser1Dit3@ironmountain.com	ACTIVE
IMT_CCA_DELPHI_JAN20_1				IMT_CCA_DELPHI_JAN20_1@iron.com	ACTIVE
IMT_CUA_DELPHI_JAN20_11				vikrankkkkk@ironmountain.com	ACTIVE
IMT_STD_DELPHI_JAN20	01/20/2015	IMT_STD_DELPHI_JA...	IMT_STD_DELPHI_JA...	IMT_STD_DELPHI_JAN20@iron.com	ACTIVE
IMT_STD_DELPHI_JAN20_2	01/20/2015	IMT_STD_DELPHI_JA...	IMT_STD_DELPHI_JA...	IMT_STD_DELPHI_JAN20_2@iron.com	ACTIVE
no_job_user1	01/13/2015	no_job_user1	no_job_user1	no_job_user1@test.com	ACTIVE

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The screen is greyed out while the system processes your change. A success message displays once the change is complete.

The Status column reflects your change.

Exporting a List of Users

Search for Records Management users, then export the list of all users that match your search criteria.

The screenshot displays the Iron Mountain Connect web application interface. At the top, there is a navigation bar with the logo and text 'IRON MOUNTAIN CONNECT', and user information including 'Welcome Demo User', 'PROFILE', 'ENGLISH (US)', 'SUPPORT', and 'LOG OUT'. Below the navigation bar, there are tabs for 'HOME' and 'ADMIN'. The main content area is titled 'Users' and 'Search Results'. On the left side, there are filters for 'All Users' and 'Records Management Users', with 'Records Management Users' selected. There are also dropdown menus for 'Select User Property', 'Permissions', 'Customer', 'Division', and 'Department'. A 'Search' button is located at the bottom of the filter section. The search results table has columns for 'ID', 'Date Created', 'First Name', 'Last Name', 'Email', 'Status', and 'Organization Group'. An orange callout box with the number '1' points to the search results area, containing the text: 'Follow the steps in [Searching for Existing Users](#) to generate a list of users that match your search criteria.' At the bottom of the page, there is a pagination control showing 'Page 1 of 12' and a footer with the Iron Mountain logo and the text 'Displaying 1 - 100 of 1146'.

IRON MOUNTAIN[®] CONNECT

Welcome Demo User PROFILE ENGLISH (US) ▾ SUPPORT ▾ LOG OUT

HOME ADMIN

Users

Search Results Help

Create User... Clone User... Account ▾ Action ▾

Export ▾

ID	Date Created	First Name	Last Name	Email	Status	Organization Group
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1 Follow the steps in [Searching for Existing Users](#) to generate a list of users that match your search criteria.

Permissions:
Order image on demand, Order x-ray on demand

Customer:
RC2T2 [RC2 TRAINING CUSTOMER 2]

Division:
MASTER DIVISION

Department:
All

Search ↶

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IRON MOUNTAIN[®]

Exporting a List of Users

IRON MOUNTAIN® CONNECT

Welcome Demo User PROFILE ENGLISH (US) SUPPORT LOG OUT

HOME ADMIN

Users

All Users
Records Management Users

Select User Property

Select User Property

Permissions:
Order image on demand, Order x-ray on demand

Customer:
RC2T2 [RC2 TRAINING CUSTOMER 2]

Division:
MASTER DIVISION

Department:
All

Search

Search Results

Create User... Clone User... Account Action

ID	Date Created	Status
AaronAngelesRC2	02/22/2017	Active
abacquerc2	06/07/2016	Active
AbegailAndalesRC2	02/22/2017	Active
AceeArboledaRC2	05/19/2016	Active
AdriannaAungstRC2	02/22/2017	Active
AileenAniceteRC2	02/22/2017	Active
AlexandraArnoldRC2	02/22/2017	Terminated
AlfonsoBarriosRC2	02/22/2017	Active
AngeloAcapulcoRC2	02/22/2017	Terminated
AnnaMarieAngelitoRC2	05/19/2017	Active
ArleneAbordoRC1	03/28/2017	Active
ArleneAbordoRC2	02/22/2017	Active
ArmandoArceRC2	02/22/2017	Active
AshleyBabelRC2	05/26/2016	Active
BonitaBarnhillRC2	02/22/2017	Active

Export

- Export Users(CSV)
- Export Users(XML)

2 Click Export and select the appropriate format:
• .csv
• .xml

3 Follow the export prompts at the bottom of the screen to open, save or cancel the export.

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Exporting a List of ALL Users

Generate a list of ALL Records Management users with organizational access and permissions. This export replaces the Record Center User report that was previously grouped under Activity reports.

The screenshot shows the Iron Mountain Connect interface. The top navigation bar includes the logo, user name 'Welcome Demo User', 'PROFILE', language 'ENGLISH (US)', 'SUPPORT', and 'LOG OUT'. Below the navigation bar are 'HOME' and 'ADMIN' buttons. The main content area is titled 'Users' and features a left-hand sidebar with filters and a central search results area. The sidebar includes radio buttons for 'All Users' and 'Records Management Users', dropdown menus for 'Select User Property', 'Permissions' (set to 'Search for records'), 'Customer' (set to 'All'), 'Division' (set to 'All'), and 'Department' (set to 'All'). A 'Search' button is at the bottom of the sidebar. The search results area shows a table with columns for 'Email', 'Status', and 'Organization Group'. Four numbered callouts provide instructions: 1. Click the 'Records Management' radio button. 2. Set the 'Permission' filter to 'Search for records'. 3. Leave the 'Customer' filter set to 'All'. 4. Click the 'Search' button. The bottom of the page shows a pagination bar with 'Page 1 of 12' and a footer with 'Displaying 1 - 100 of 1187'.

1 Click the Records Management radio button.

2 Set the Permission filter to a basic permission that you know all of your users have access to. For example: Search for records.

3 Leave the Customer filter set to All.

4 Click Search.

Exporting a List of ALL Users

IRON MOUNTAIN® CONNECT

Welcome Demo User PROFILE ENGLISH (US) SUPPORT LOG OUT

HOME ADMIN

Users

- All Users
- Records Management Users

Select User Property

Permissions:

Search for records

Customer: All

Division: All

Department: All

Search

Search Results

Create User... Clone User... Account Action

ID	Date Created	First Name	Last Name	Email	Status
AaronAngelesRC2	02/22/2017	Aaron	Angeles		Active
abacquerc2	06/07/2016	Abacquer			Active
AbegailAndalesRC2	02/22/2017	Abegail	Andales		Active
AceeArboledaRC2	05/19/2016	Acee	Arboleda		Active
AdriannaAungstRC2	02/22/2017	Adrianna	Aungst		Active
AileenAniceteRC2	02/22/2017	Aileen Marie	Anicete	Aileen.Anicete@ironmountainconnect...	Active
AlexandraArnoldRC2	02/22/2017	Alexandra	Arnold	Alexandra.Arnold@ironmountainconne...	Terminated
AlfonsoBarriosRC2	02/22/2017	Alfonso	Barrios		Active
AngeloAcapulcoRC2	02/22/2017	Angelo	Acapulco		Terminated
AnnaMarieAngelitoRC2	05/19/2017	Anna Marie	Angelito		Active
ArleneAbordoRC1	03/28/2017	Arlene	Abordo		Active
ArleneAbordoRC2	02/22/2017	Arlene	Abordo		Active
ArmandoArceRC2	02/22/2017	Armando	Arce	Armando.Arce@ironmountainconnect...	Active
AshleyBabelRC2	05/26/2016	Ashley	Babel	Ashley.BabelRC2@ironmountain.com	Active
beckyadams	03/15/2017	Becky	Adams	badams@imm.com	Active

Export

- Export Users(CSV)
- Export Users(XML)

5 Click Export and select the appropriate format:

- .csv
- .xml

6 Follow the export prompts at the bottom of the screen to open, save or cancel the export.

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