

User Management Guide for “Admin” Store Users

Content:

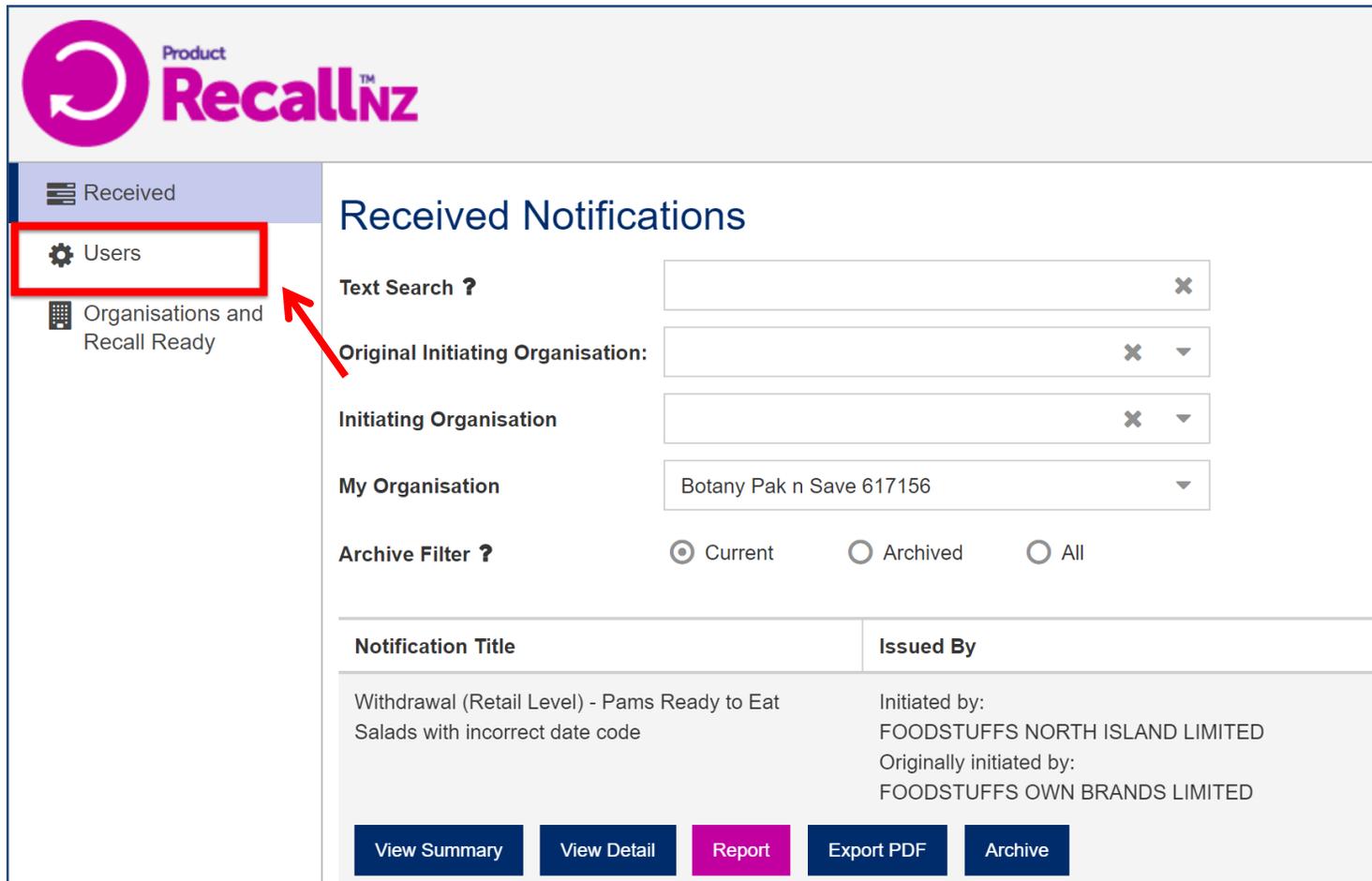
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Context:

Foodstuffs has delegated the task of user management to selected users at a store level to increase efficiency and accuracy of users. You are most likely reading this document now because **YOU** are your store’s “User Administrator” user.

When a new person joins the store’s team they can be added by yourself and when a person leaves they should be suspended. You can also see and control what email and txt alerts each user at your store receives. It will also be your responsibility to ensure that your site remains ‘Recall Ready’ by checking and confirming that your users are up to date on an annual basis.

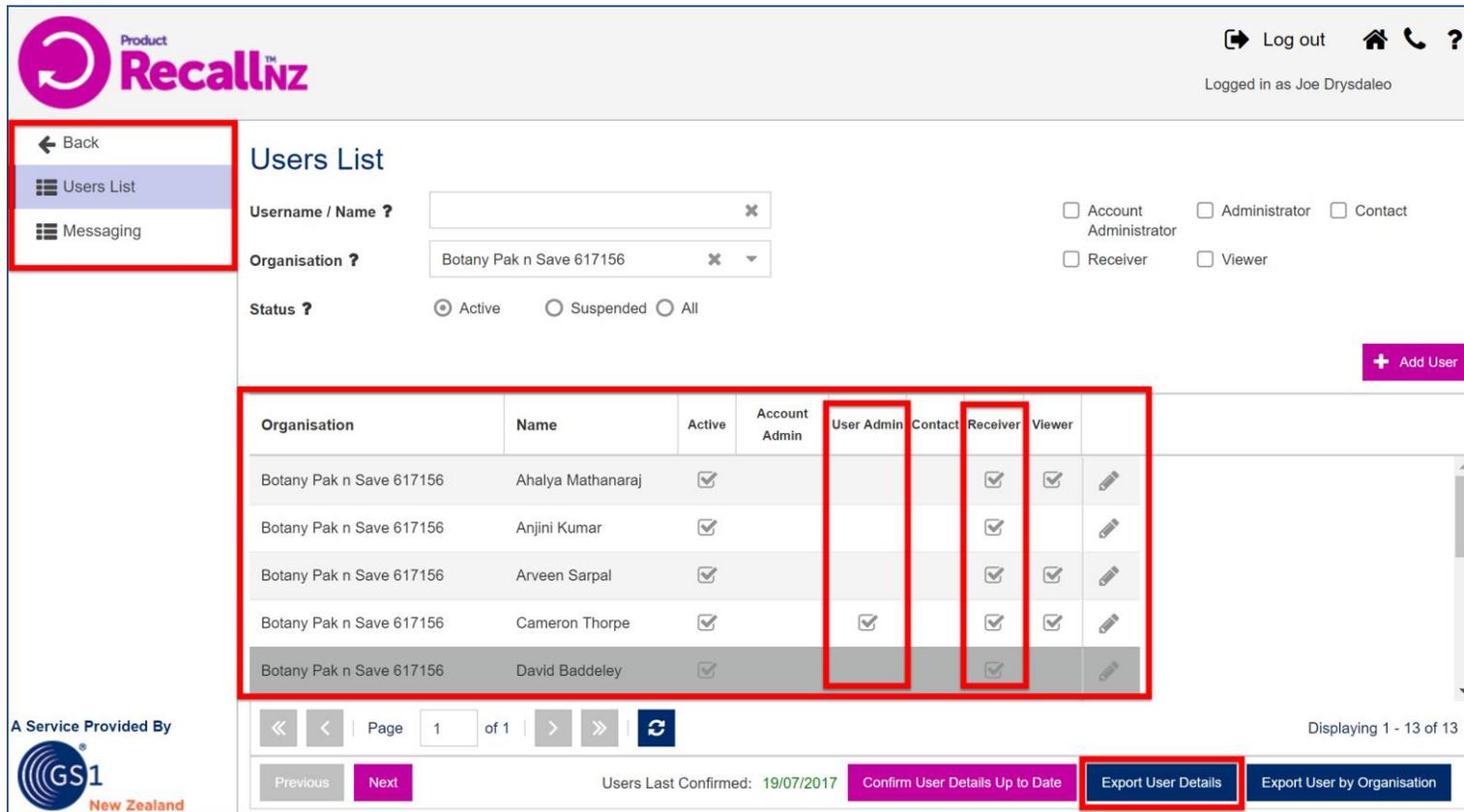
How to find the User Management Screen



The screenshot displays the Product Recallnz interface. On the left-hand side, there is a navigation menu with three items: 'Received', 'Users', and 'Organisations and Recall Ready'. The 'Users' item is highlighted with a red box, and a red arrow points to it from the right. The main content area is titled 'Received Notifications' and contains several search and filter fields: 'Text Search ?', 'Original Initiating Organisation:', 'Initiating Organisation', and 'My Organisation' (set to 'Botany Pak n Save 617156'). Below these fields are radio buttons for 'Archive Filter ?' with options 'Current', 'Archived', and 'All'. At the bottom, there is a table with two columns: 'Notification Title' and 'Issued By'. The 'Notification Title' column contains the text 'Withdrawal (Retail Level) - Pams Ready to Eat Salads with incorrect date code'. The 'Issued By' column contains the text 'Initiated by: FOODSTUFFS NORTH ISLAND LIMITED' and 'Originally initiated by: FOODSTUFFS OWN BRANDS LIMITED'. Below the table are five buttons: 'View Summary', 'View Detail', 'Report', 'Export PDF', and 'Archive'.

1. As a 'User Administrator', when you log in to your account you will see a 'Users' tab in the left-hand menu; click on this to access the User Management screen.

Navigating the User Management screen



Users List

Username / Name ?

Organisation ? Botany Pak n Save 617156

Status ? Active Suspended All

Account Administrator Administrator Contact
 Receiver Viewer

[+ Add User](#)

| Organisation | Name | Active | Account Admin | User Admin | Contact | Receiver | Viewer | |
|--------------------------|-------------------|-------------------------------------|---------------|-------------------------------------|---------|-------------------------------------|-------------------------------------|--|
| Botany Pak n Save 617156 | Ahalya Mathanaraj | <input checked="" type="checkbox"/> | | | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | |
| Botany Pak n Save 617156 | Anjini Kumar | <input checked="" type="checkbox"/> | | | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | |
| Botany Pak n Save 617156 | Arveen Sarpal | <input checked="" type="checkbox"/> | | | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | |
| Botany Pak n Save 617156 | Cameron Thorpe | <input checked="" type="checkbox"/> | | <input checked="" type="checkbox"/> | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | |
| Botany Pak n Save 617156 | David Baddeley | <input checked="" type="checkbox"/> | | | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | |

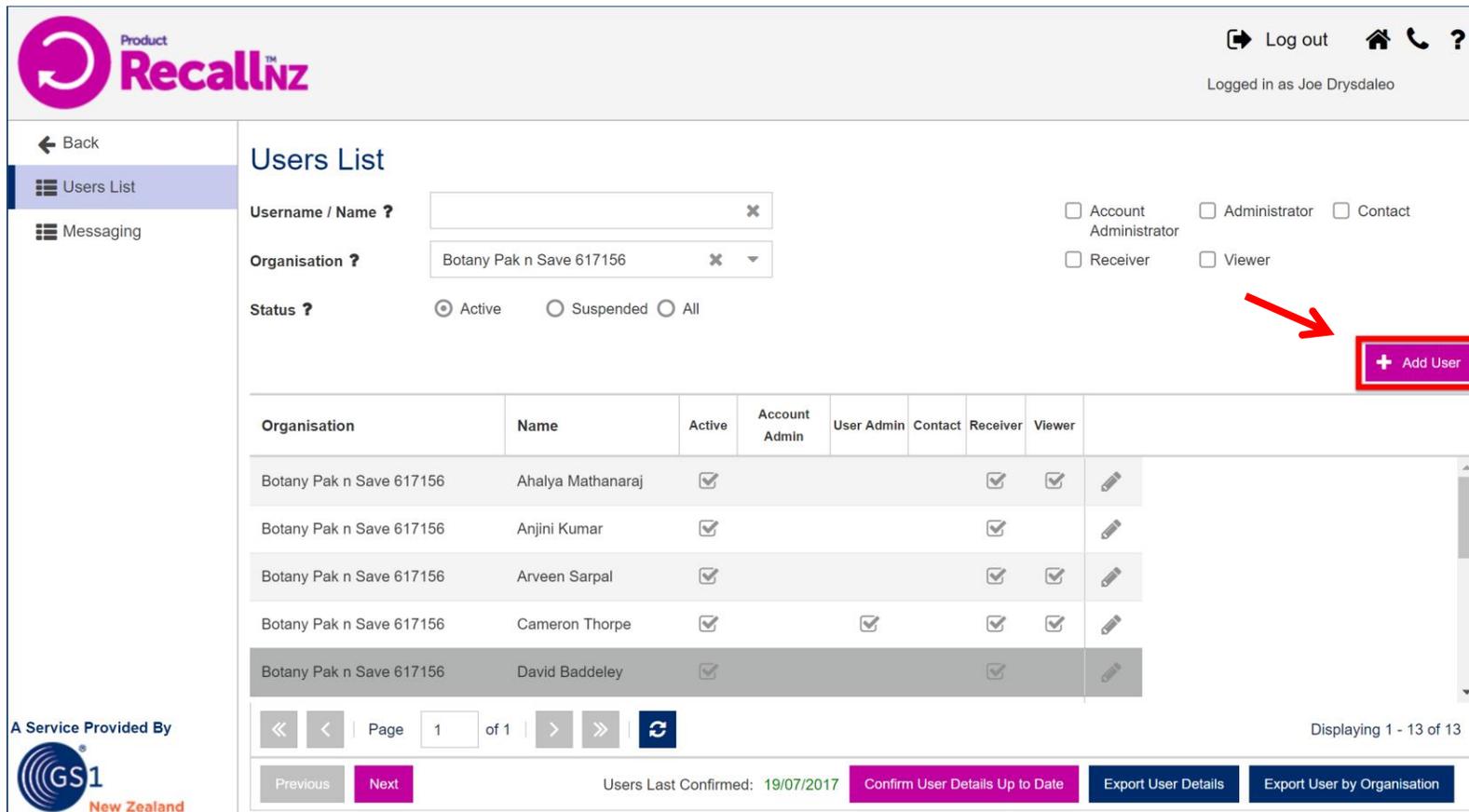
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Users Last Confirmed: 19/07/2017 [Confirm User Details Up to Date](#) [Export User Details](#) [Export User by Organisation](#)

1. The main page for User Management is the 'Users List' screen. Here you can see a list of all store users and their roles – they will be ticked as Receivers (to receive alerts) but may also have a 'User Administrator' role.
2. You can download your Users List to an excel spreadsheet by clicking the "Export User Details" button in the bottom right corner.
3. On the left-hand menu, you can toggle back to 'Received Notifications' or go to the 'Messaging' screen (see page 10) of user management.

Adding a New User



Product Recallnz

Log out

Logged in as Joe Drysdaleo

Back

Users List

Messaging

Users List

Username / Name ?

Organisation ? Botany Pak n Save 617156

Status ? Active Suspended All

Account Administrator Administrator Contact

Receiver Viewer

+ Add User

| Organisation | Name | Active | Account Admin | User Admin | Contact | Receiver | Viewer |
|--------------------------|-------------------|-------------------------------------|---------------|-------------------------------------|---------|-------------------------------------|-------------------------------------|
| Botany Pak n Save 617156 | Ahalya Mathanaraj | <input checked="" type="checkbox"/> | | | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
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| Botany Pak n Save 617156 | Arveen Sarpal | <input checked="" type="checkbox"/> | | | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
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| Botany Pak n Save 617156 | David Baddeley | <input checked="" type="checkbox"/> | | | | <input checked="" type="checkbox"/> | |

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Users Last Confirmed: 19/07/2017

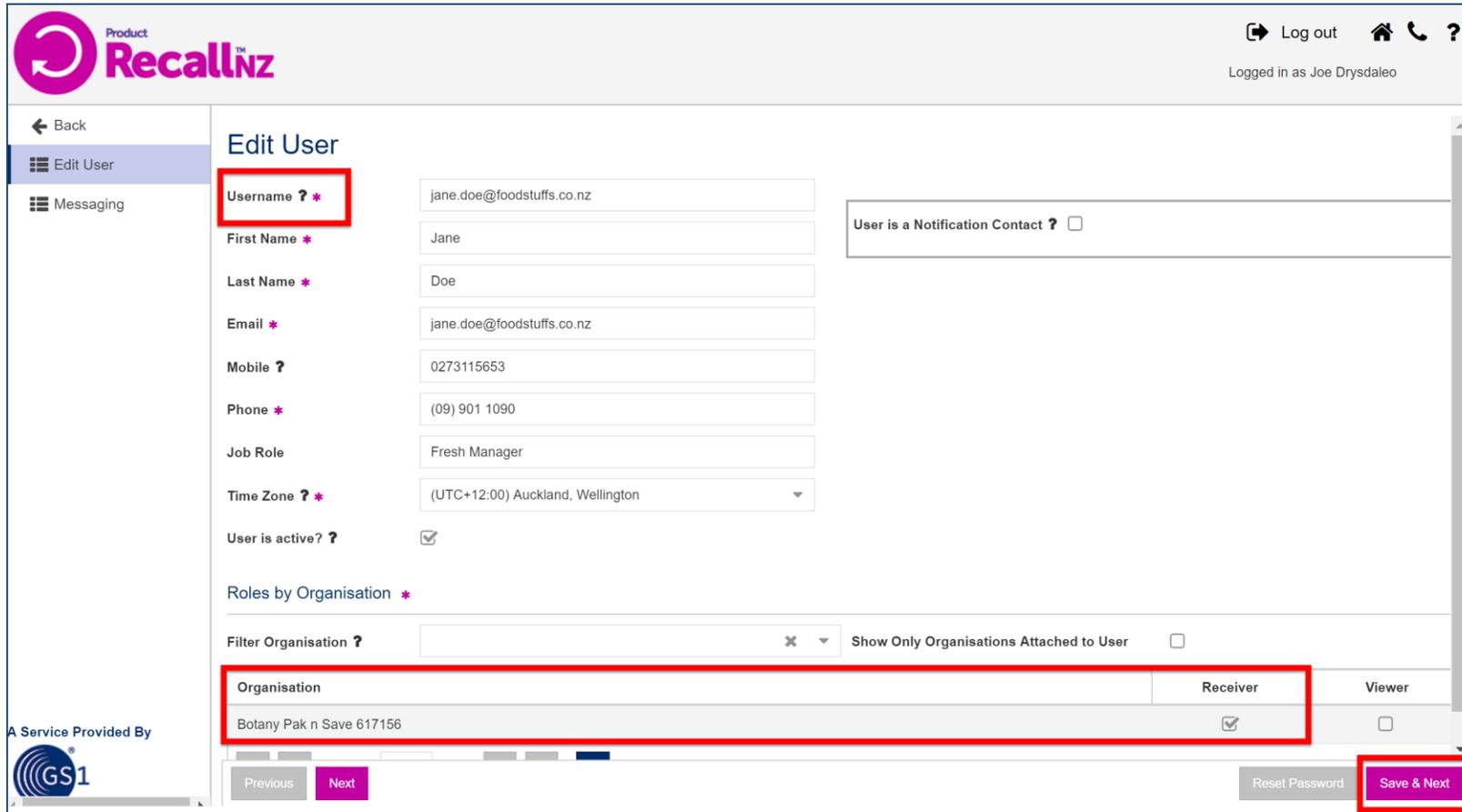
Confirm User Details Up to Date

Export User Details

Export User by Organisation

1. To add a new user, click 'Add User' on the right-hand side of the screen.

Adding a New User (continued)

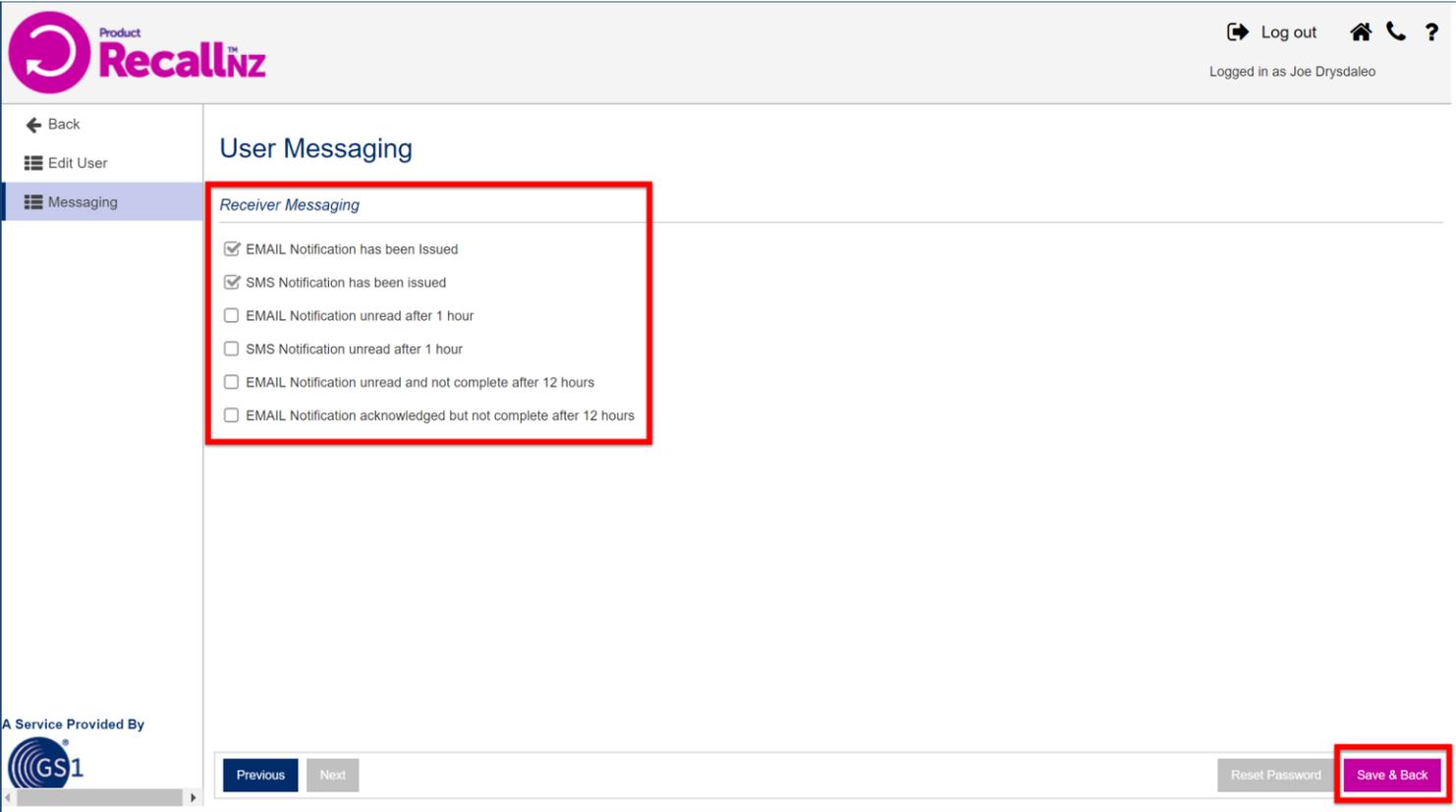


The screenshot shows the 'Edit User' interface. The 'Username' field is highlighted with a red box and contains 'jane.doe@foodstuffs.co.nz'. The 'First Name' field contains 'Jane', 'Last Name' contains 'Doe', 'Email' contains 'jane.doe@foodstuffs.co.nz', 'Mobile' contains '0273115653', 'Phone' contains '(09) 901 1090', 'Job Role' contains 'Fresh Manager', and 'Time Zone' is set to '(UTC+12:00) Auckland, Wellington'. The 'User is active?' checkbox is checked. The 'Roles by Organisation' section includes a table with columns for 'Organisation', 'Receiver', and 'Viewer'. The 'Organisation' 'Botany Pak n Save 617156' is selected as a 'Receiver'. The 'Save & Next' button is highlighted with a red box.

| Organisation | Receiver | Viewer |
|--------------------------|-------------------------------------|--------------------------|
| Botany Pak n Save 617156 | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

2. Having selected 'Add User', you will be taken to the 'Edit User' screen where you need to fill in all mandatory fields (marked with an asterisk). **Note 1: The username should be the user's email address. Note 2: The mobile phone number must be formatted as 0212345678 or 64212345678**
3. Once all required fields are filled in, select the user as a 'Receiver' against your 'Organisation' (Store or site).
4. Select 'Save and Next' on the bottom right of your screen to continue to the 'User Messaging' screen.

Adding a New User (continued)



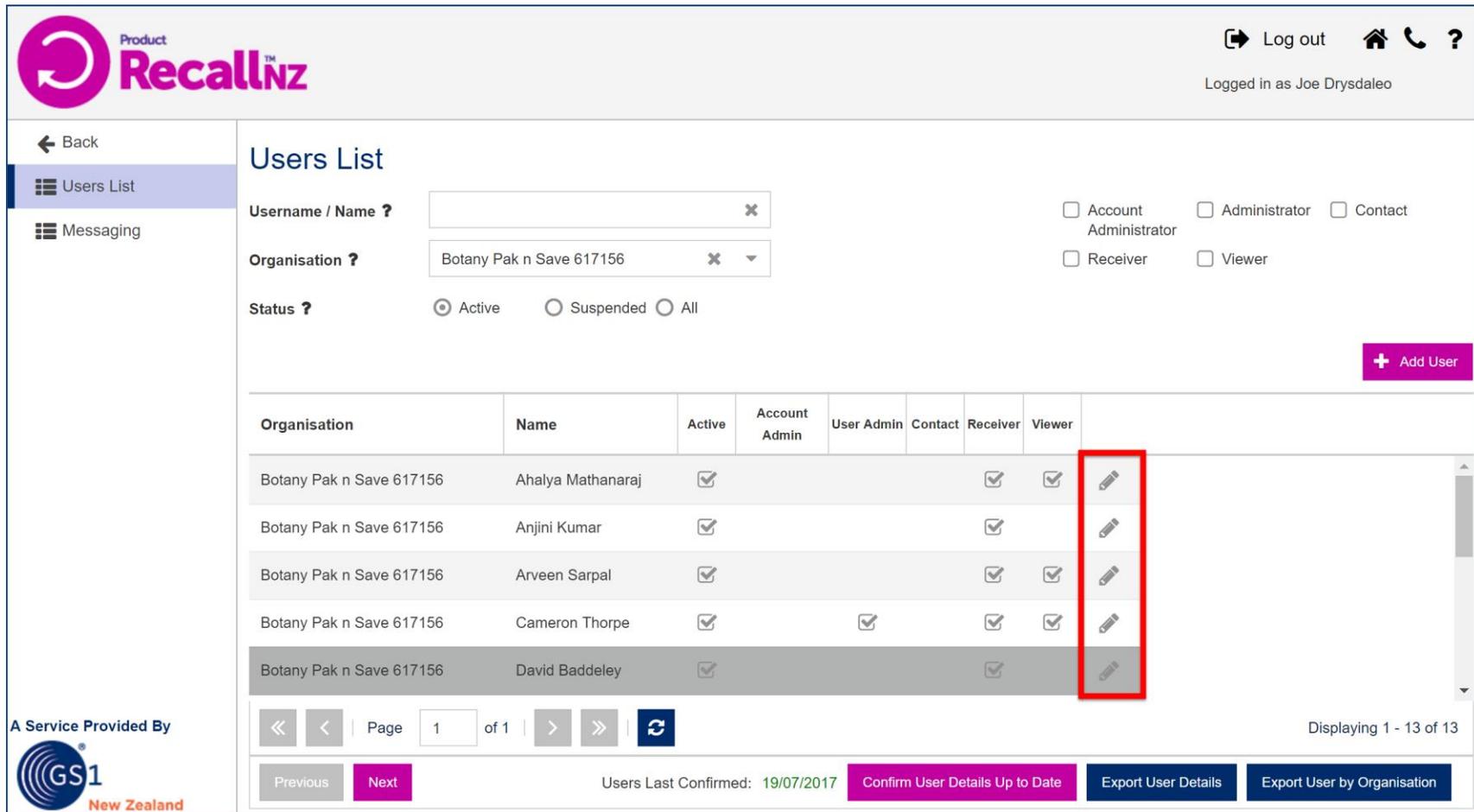
The screenshot displays the 'User Messaging' configuration page in the Product Recallnz system. The page is titled 'User Messaging' and is part of a user management interface. The sidebar on the left includes options for 'Back', 'Edit User', and 'Messaging', with 'Messaging' currently selected. The main content area is titled 'Receiver Messaging' and contains a list of notification preferences:

- EMAIL Notification has been Issued
- SMS Notification has been issued
- EMAIL Notification unread after 1 hour
- SMS Notification unread after 1 hour
- EMAIL Notification unread and not complete after 12 hours
- EMAIL Notification acknowledged but not complete after 12 hours

At the bottom of the page, there are navigation buttons: 'Previous', 'Next', 'Reset Password', and 'Save & Back'. The 'Save & Back' button is highlighted with a red box. The top right corner of the page shows the user is logged in as 'Joe Drysdaleo' and provides links for 'Log out', home, and help.

5. On this screen you can assign which SMS/Txt and Email alerts you wish this new user to receive.
6. The default alerts are the first two listed – Email & SMS/Txt when a Notification has been issued to your store. These will automatically be selected if suitable (the default SMS alert will only be selected if a mobile phone number has been added).
7. Once happy with the messaging settings, press 'Save & Back'. You will be returned to the 'Users List' screen and the newly created user will now be visible.
8. Please see this article for definitions of the different messaging options - <https://gs1nz.zendesk.com/hc/en-us/articles/236198227>

Editing or Suspending a Current User



Product Recallnz Log out Home Phone Help ?
Logged in as Joe Drysdaleo

← Back
Users List
Messaging

Users List

Username / Name ?

Organisation ? Botany Pak n Save 617156

Status ? Active Suspended All

Account Administrator Administrator Contact
 Receiver Viewer

[+ Add User](#)

| Organisation | Name | Active | Account Admin | User Admin | Contact | Receiver | Viewer | |
|--------------------------|-------------------|-------------------------------------|---------------|-------------------------------------|---------|-------------------------------------|-------------------------------------|---|
| Botany Pak n Save 617156 | Ahalya Mathanaraj | <input checked="" type="checkbox"/> | | | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |  |
| Botany Pak n Save 617156 | Anjini Kumar | <input checked="" type="checkbox"/> | | | | <input checked="" type="checkbox"/> | |  |
| Botany Pak n Save 617156 | Arveen Sarpal | <input checked="" type="checkbox"/> | | | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |  |
| Botany Pak n Save 617156 | Cameron Thorpe | <input checked="" type="checkbox"/> | | <input checked="" type="checkbox"/> | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |  |
| Botany Pak n Save 617156 | David Baddeley | <input checked="" type="checkbox"/> | | | | <input checked="" type="checkbox"/> | |  |

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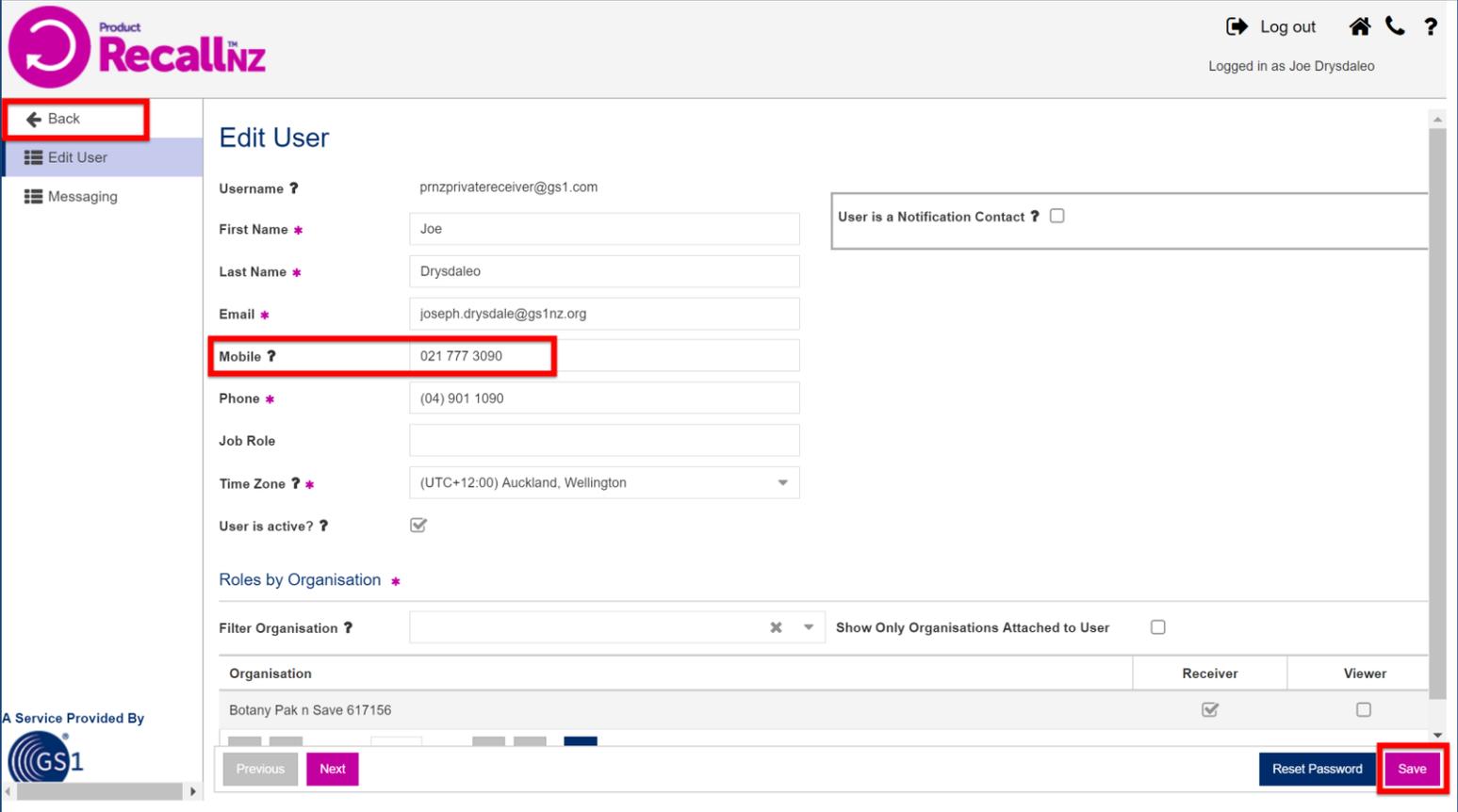
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Previous Next Users Last Confirmed: 19/07/2017 [Confirm User Details Up to Date](#) [Export User Details](#) [Export User by Organisation](#)

1. To edit or suspend a specific user, go to the “Users List” page. You will then need to select the ‘edit’ button (a pencil image) or double click on the name of the specific user.

Editing a Current User (continued)



The screenshot shows the 'Edit User' interface. The 'Mobile' field is highlighted with a red box. The 'Save' button at the bottom right is also highlighted with a red box. The 'Back' button in the top left navigation bar is also highlighted with a red box.

Product Recallnz | Logged in as Joe Drysdaleo

[← Back](#)

Edit User

Username ? prnzprivatereceiver@gs1.com

First Name * Joe

Last Name * Drysdaleo

Email * joseph.drysdale@gs1nz.org

Mobile ? 021 777 3090

Phone * (04) 901 1090

Job Role

Time Zone ? * (UTC+12:00) Auckland, Wellington

User is active? ?

User is a Notification Contact ?

Roles by Organisation *

Filter Organisation ? [x] Show Only Organisations Attached to User

| Organisation | Receiver | Viewer |
|--------------------------|-------------------------------------|--------------------------|
| Botany Pak n Save 617156 | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

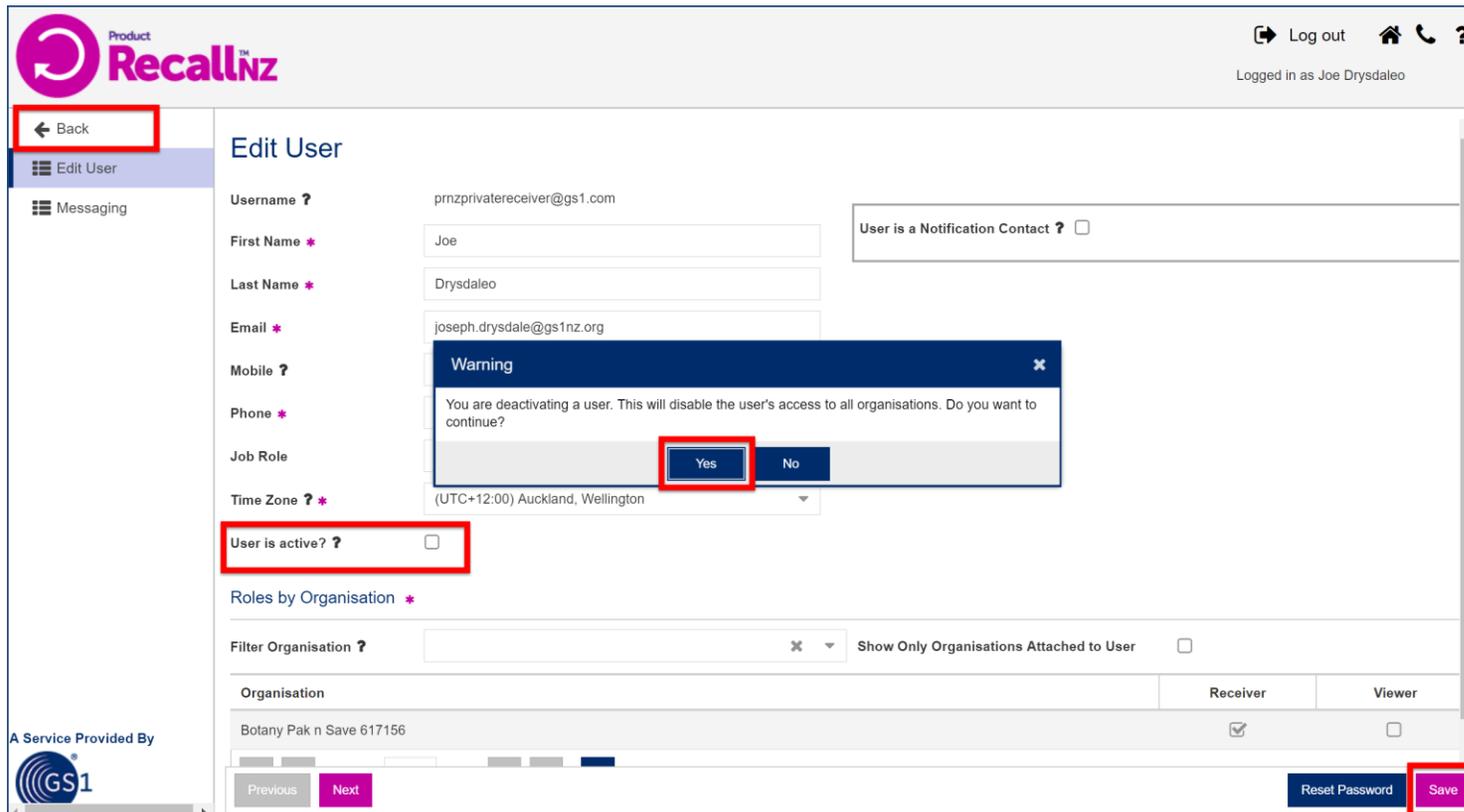
Previous Next

Reset Password Save

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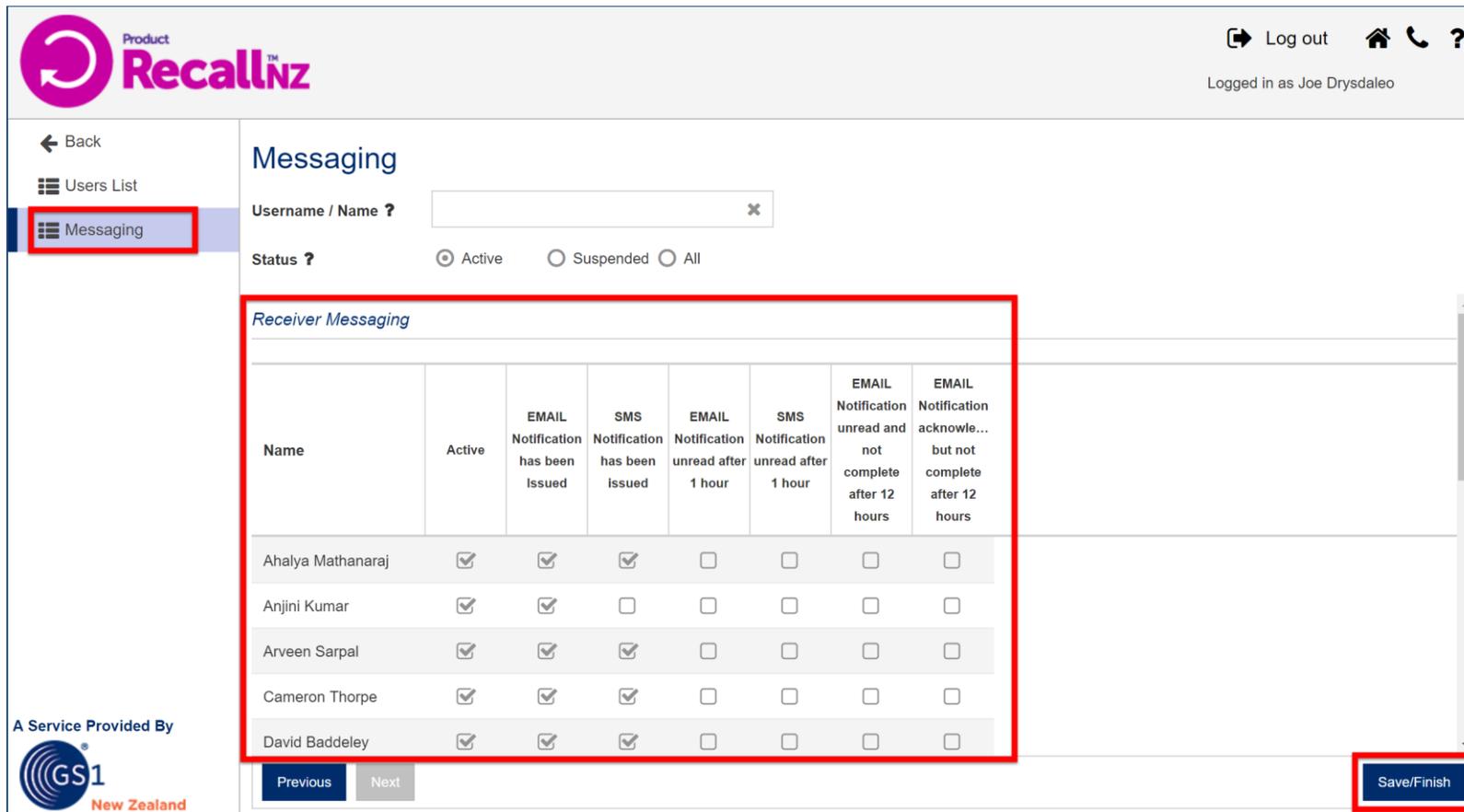
2. On the 'Edit User' Screen you can change the user's details before selecting 'Save'. In this example I have added a mobile number.
3. Once you have made your desired changes and 'Saved' you will need to select 'Back' to return to the 'Users List'.
4. **NB:** You can also reset the user's password from this screen by clicking the "Reset Password" button on the bottom right.

Suspending a Current User (continued)



1. To suspend a user, on their 'Edit User' screen, untick the 'User is active?' box and then click 'Yes' on the pop up before clicking 'Save' and then 'Back'.
2. Once you return to the "Users List" page you will see that the user is no longer listed.
3. If you wish to, on "Users List" page you can change the 'Status' filter from Active to Suspended to view all your store's suspended users.

The Messaging Screen



Product Recallnz

Log out | Home | Phone | Help

Logged in as Joe Drysdaleo

← Back

☰ Users List

☰ Messaging

Messaging

Username / Name ?

Status ? Active Suspended All

Receiver Messaging

| Name | Active | EMAIL Notification has been Issued | SMS Notification has been issued | EMAIL Notification unread after 1 hour | SMS Notification unread after 1 hour | EMAIL Notification unread and not complete after 12 hours | EMAIL Notification acknowle... but not complete after 12 hours |
|-------------------|-------------------------------------|-------------------------------------|-------------------------------------|--|--------------------------------------|---|--|
| Ahalya Mathanaraj | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Anjini Kumar | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Arveen Sarpal | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Cameron Thorpe | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| David Baddeley | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Previous Next

Save/Finish

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1. From the 'Users List' page you can use the left-hand menu to go to the 'Messaging' screen. Here you will see an overview of your store's users and the different alerts (Email and SMS/Txt) they each receive from the system.
2. To make changes, tick and untick against users as required, then click 'Save/Finish'.
3. **NB:** Selecting 'Back' will return you to the 'Received Notification' screen while selecting 'Users List' returns you to that screen.

New User Created – Team Member Help

ProductRecallNZ: Added as a User

 **ProductRecallNZ@gs1nz.org** 4:22 PM (0 minutes ago) ☆ ↩ ▾
to me ▾

Dear Jane Doe,

You have been added as a user to the ProductRecallNZ system with the credentials -

You are aligned to the below organisation with the user role(s) of:

Botany Pak n Save 617156 - Receiver

Action Required:

Your username on ProductRecallNZ is: jane.doe@foodstuffs.co.nz

Follow [this link](#), set a new password and log in to activate your account (within 48 hours of receiving this email).

Need Help:

- If you are having trouble logging in or your token has expired [click here](#), enter your username and select 'reset password' to generate a new password email.
- Please Note: Passwords must be between 8 and 40 characters and include one number and one special character e.g. * ! \$ #
- For more information about ProductRecallNZ and your 'User Roles' please see [this article](#).

ProductRecallNZ Team

1. When you create a new user in the system, they will receive the above automatic email from GS1. It will contain their username along with instructions on how to activate their account and set their password.
2. They will need to click on (or copy and paste) the link. This will take them to a page where they can create a password.
3. **NB:** Please check in junk/clutter folders if the user added cannot find this email. If the user is experiencing any issues with logging in or resetting their password, they should check the 'Need Help' section of the email.

Recall Ready – Email Reminder

All Foodstuffs sites are expected to be 'Recall Ready'. This involves checking your users are up to date and 'confirming' this within ProductRecallNZ. **You will receive a 'Recall Ready' email reminder when your status is set to expire in 2 weeks.**

Buffalo Beach Four Square 308765: Your 'Recall Ready' Status is expiring

 **ProductRecallNZ@gs1nz.org** 10:00 AM (7 hours ago) ☆ ↩ ▾
to me ▾

Dear Jane Doe,

This is a quick email to let you know, as an Administrator at Buffalo Beach Four Square 308765, that your ProductRecallNZ 'Recall Ready' Status is due to expire on: **24/07/2018** (If no date populated it has already expired).

Action Required:

Your username on ProductRecallNZ is jane.doe@foodstuffs.co.nz

To retain your status of 'Recall Ready' please [login](#) and ensure you complete the following checks

1. Check your organisation's User Details are up-to-date and 'Confirm' you have done this: Last confirmed on: **23/07/2017**

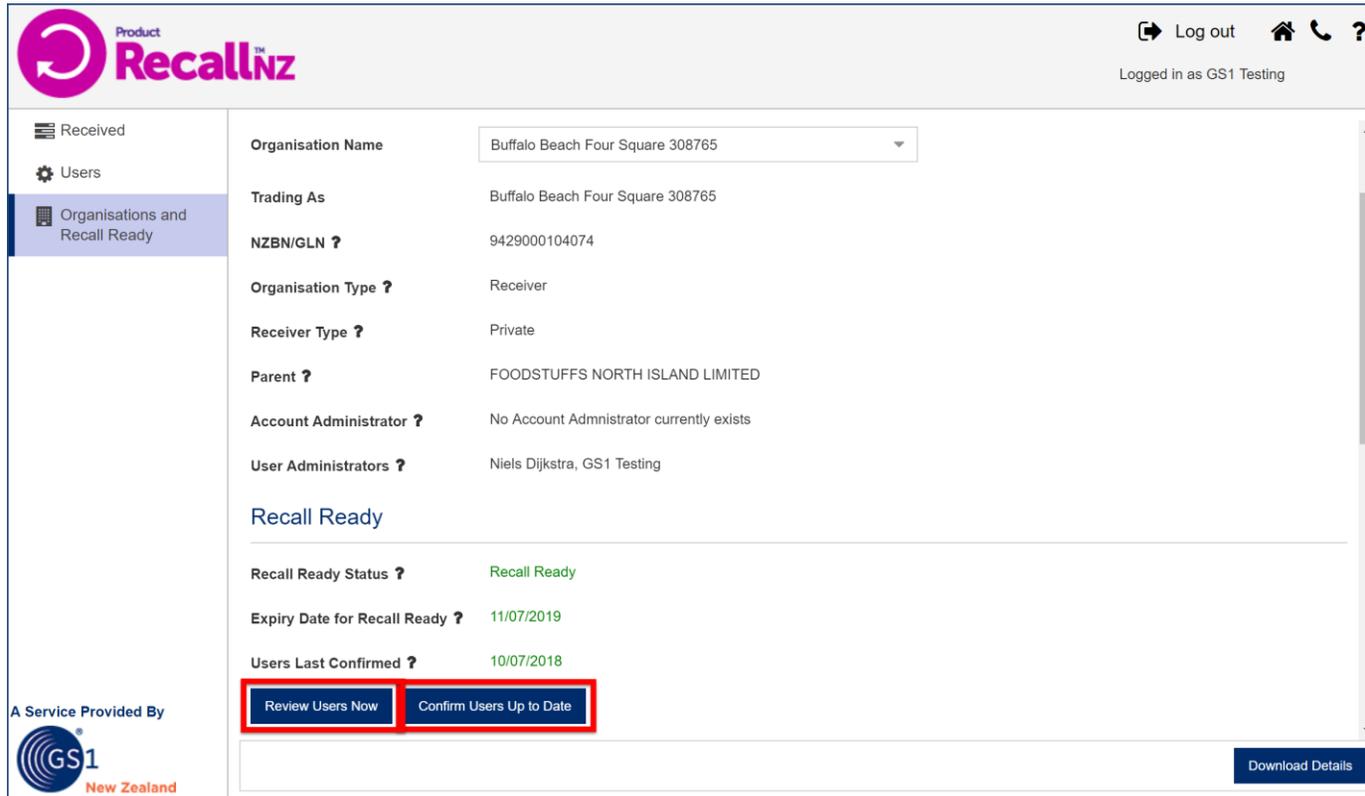
Need Help:

- If you are an Administrator at a Foodstuffs Site and need help with 'Recall Ready' or updating users, please see this user guide [here](#).
- If you are having trouble logging in [click here](#), enter your username and select 'reset password' to generate a new password reset email. Also please see this help guide for extra instructions to reset your password [here](#)

ProductRecallNZ Team

1. You will receive a reminder email to let you know your 'Recall Ready' status is expiring, asking you to check and confirm your users are up to date.
2. Click the link, enter your username and password and login

Recall Ready – Confirming Users Up to Date



The screenshot shows the 'Organisations and Recall Ready' interface. The left sidebar contains navigation options: Received, Users, and Organisations and Recall Ready (selected). The main content area displays details for the organisation 'Buffalo Beach Four Square 308765'. The details include:

- Organisation Name: Buffalo Beach Four Square 308765
- Trading As: Buffalo Beach Four Square 308765
- NZBN/GLN ? : 9429000104074
- Organisation Type ? : Receiver
- Receiver Type ? : Private
- Parent ? : FOODSTUFFS NORTH ISLAND LIMITED
- Account Administrator ? : No Account Administrator currently exists
- User Administrators ? : Niels Dijkstra, GS1 Testing

Below the details, the 'Recall Ready' section shows:

- Recall Ready Status ? : Recall Ready
- Expiry Date for Recall Ready ? : 11/07/2019
- Users Last Confirmed ? : 10/07/2018

At the bottom of the main content area, there are two buttons: 'Review Users Now' and 'Confirm Users Up to Date', both highlighted with a red box. A 'Download Details' button is also visible at the bottom right.

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3. You will be taken directly to the 'Organisations and Recall Ready' screen.
4. If your users are already up to date, click the 'Confirm Users up to date' button.
5. If you want to review your users, click 'Review Users Now' to be taken to the Users List. You can then add, edit and suspend users accordingly.
6. When your users are up to date, click 'Confirm Users up to date' on the bottom of the Users List.