

Mirus™ «online

intelligent data search

System Usage Guide for Administration Users

Revision 1.01 – January 2010

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All personal information used in the examples of this training document is purely fictional.



System Overview

The Mirus Online system is specifically designed for skip tracing and people location industries. This guide covers the Administrative usage of the Mirus Online system. Day to day search functionality is discussed in a separate System Usage guide.

Requirements

The Mirus Online system runs as a web interface and will work in any modern web browser. Access to the Internet is required in order to use the system.

Supported Web Browsers

- Internet Explorer Version 6 (Partial support only)
- Internet Explorer Version 7 or greater
- Google Chrome
- Safari version 3 or greater
- Firefox 3.5 or greater

Screen Resolution

A screen resolution of at least 1024 x 768 is required to make best use of the system.

Cookies

Cookies are used to keep login information and search parameters. The cookies are removed when the session expires or if the user logs out of the system.

JavaScript

JavaScript is used on some parts of the website to enhance functionality.

Administrative Users

There are two classes of user on the Mirus Online system. Primary Users and Secondary Users.

Secondary User

A secondary user is a standard user on the system. Secondary users can log in and perform searches but have no administrative rights. This is the default user type.

Primary User

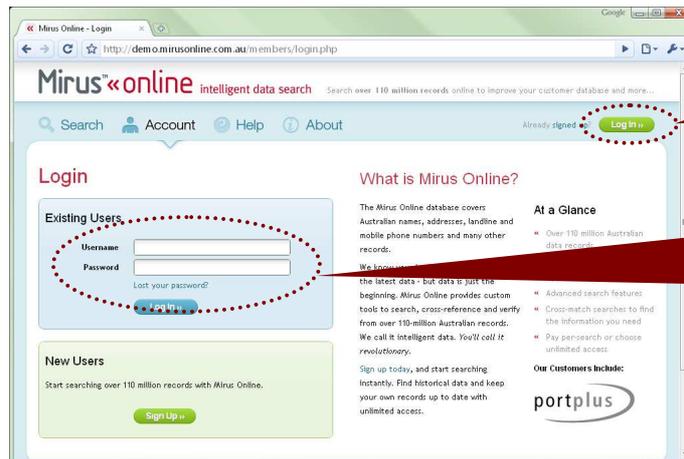
A primary user is an administrative user on the system. Primary users can log in and perform searches with the same functionality as a secondary user. However primary users also have full administrative rights over all users under their account. There can be any number of primary users on one account, and each primary user has same level of administrative access.



Administration Guide

Logging In

You will be provided with an initial username and password for logging into the Mirus Online system. Your username and password are case sensitive. Please ensure that you enter them exactly as they are supplied. Incorrect capitalisation is the most common problem when you are unable to log in.

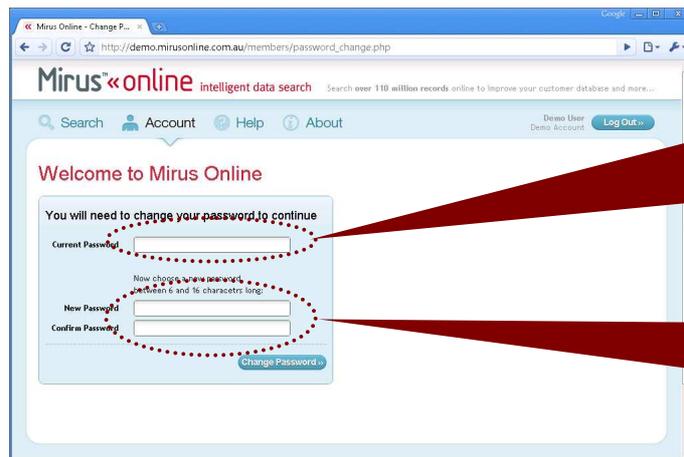


Click the login button to bring up this login screen.

Then on the login screen, enter your Username and Password and click the Log In button.

Initial Password Change

When you log in for the first time, you may be requested to change your password. In this case choose a new password which you will be able to remember. If you ever forget your password, then contact your Mirus Representative and they will be able to recover your password.



If you are asked to change your password, then first enter your original password (the one which you used to log in).

Then enter your new password (and again to confirm it) and click Change Password.



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Login Timeout

If you have left the system idle for a certain period of time, then you will automatically be logged out. This will become apparent when you see the Timeout screen and are requested to log in again.



Administration Guide

Logged In

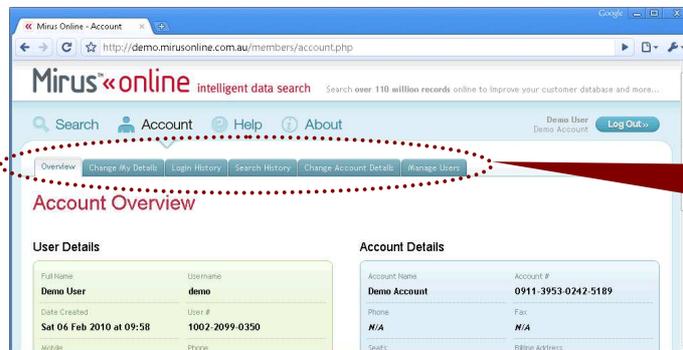
Once logged in as a primary user you will see the same interface and be able to perform the same search functions as a secondary user. See the **Mirus System Usage Guide for Search Users** for information on how to use the search functions. The only difference between Primary and Secondary users is in the Account menu.

Click on the Account menu to bring up the Account screen.



Clicking on the Account menu item brings up the Account screen.

The Account submenu when viewed by a Secondary User.



The Account submenu when viewed by a Primary User.

You will notice that the primary user has additional tabs for **Change Account Details** and **Manage Users**. These are administrative functions and are available only to primary users.



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Administration Guide

Change Account Details

The Change Account Details tab allows you to make basic changes to the contact details for the account holder (usually the company who is billed for the Mirus service).

Change Account Details

Account Details

Account Name: Demo Account
Account #: 0911 3953 0242 5189
Search Billing: Unlimited
Users: Current Users:3 Seats:5

Contact Information

Phone Number: 03 9811 4704
Fax Number: 03 9811 4716
Email Address: info@mirus.com.au

Street Address

Street Address: 685 Burke Road
Suburb: Camberwell
VIC: 3124

Billing Address

Billing Address: PO Box 502
Collins Street West
Suburb: Melbourne
VIC: 8007

Save Details

Select **Change Account Details** to bring up the Account Details screen.

Make any required changes and click **Save Details** to save the changes.

Manage Users

The Manage Users screen allows you to add, edit and delete users on your account. The Manage Users screen displays a list of your users showing their name, login (username) and which department they are assigned to. From here you can also choose to add a new user.

Manage Users

Add new User

Name	Login	Department	Last Login	Active
Demo User	demo		Sat 06 Feb 2010 at 17:36	Active
Mr Mary O'Connor	mary.oconnor	Vic Ships	Tue 24 Nov 2009 at 20:46	Active
Mr John Clitzen	jrcitzen	Vic Ships	Wed 18 Nov 2009 at 19:37	Active

Found 3 results

Select **Manage Users** to bring up the Manage Users screen.

Click **Add New User** to bring up the new user screen.



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Add new user

The Add User screen allows you to add a new user under your account.

Enter the details for the new user. More information on the various fields is given in the table below.

Click the **Add User** button to create the new user.

Field Name	Description	Required
Salutation	Salutation for the user (eg Mr, Ms Mrs)	No
First Name	Users First name	Yes
Last Name	Users Last name	Yes
Mobile Phone	Users Mobile phone number	No
Phone	Users desk phone number	No
Email	Users email address	No
Department	Department in which the user works. This can be selected from a list of existing departments, or a new department name can be entered.	No
Username	The username which will be used by the user to log into the Mirus Online system (6 to 16 characters)	Yes
Password	The password which will be used by the user to log into the Mirus Online system (6 to 16 characters, case sensitive)	Yes
Force Password Change	Force the user to choose a new password when they next log in	Yes
Search Field Auto-complete	Whether to show the dropdown auto-complete on various search fields.	Yes
Default Search Tab	The default tab to display when the user logs in. The user can change the default tab at any time.	Yes
Web session timeout	The inactivity timeout in minutes. An inactive user is logged out of the system after this number of minutes. Default is 30 minutes.	Yes
Status	Active: The user can log in as normal. Inactive: The user is blocked from logging in.	Yes
User Type	Secondary: Make this a Standard user. Primary: Make this an Administrative user.	Yes



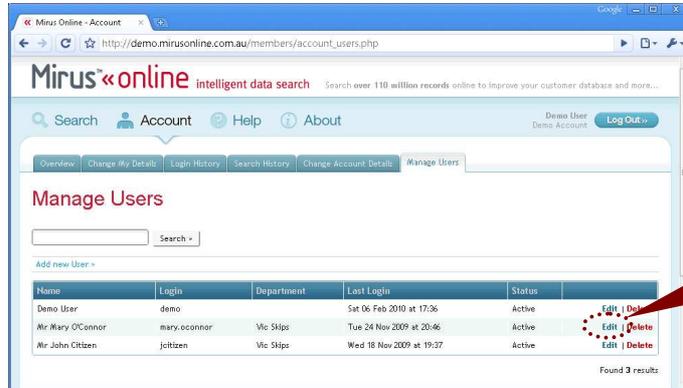
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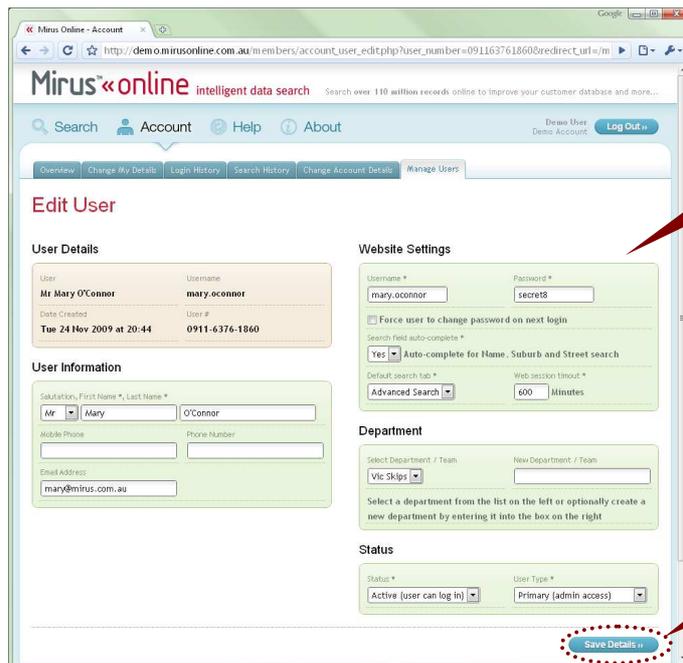
Edit User

To edit an existing user, select **Edit** on the right side of that user's record on the Manage Users screen.



To edit an existing user, click the **Edit** link next to that user. This will bring up the Edit User screen.

The Edit User screen uses the same fields as the Add User screen.



The Edit User screen uses the same fields as the Add User screen.

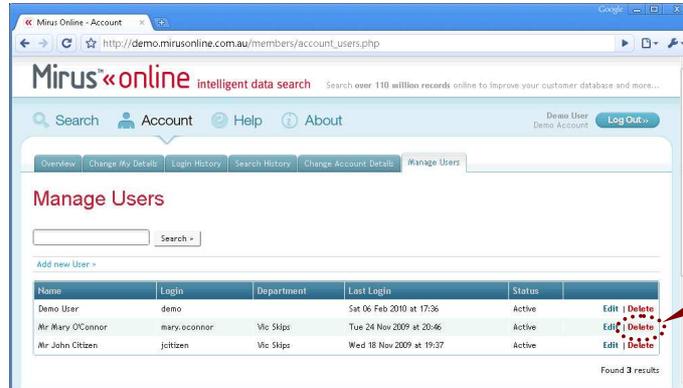
Make the required changes to the user and then click to **Save Details** button to apply the changes.



Administration Guide

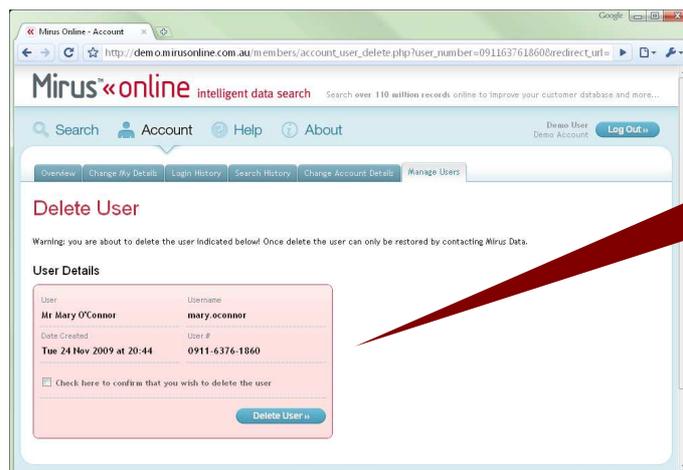
Delete User

To delete an existing user, select **Delete** on the right side of that users record on the Manage Users screen.



To delete an existing user, click the **Delete** link next to that user. This will bring up the Delete User screen.

The Delete User screen confirms that you really want to delete this user before proceeding.



To delete the user, check the confirm box then click on Delete User

NOTE: It is possible to recover a deleted user.

To recover a deleted user please contact your Mirus Data representative.



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User Guidelines

Bulk user addition

Sometimes it is necessary to add many users in one batch, such as when first setting up a new account, or when migrating a team into the Mirus system.

Batch uploads can be performed by Mirus. To perform a batch upload, you need to produce an Excell spreadsheet document with the column names as per the new user fields on page 6, with one user per row.

Email the spreadsheet document to your Mirus representative and they will perform the bulk upload for you. A blank template for this data upload is available from Mirus Data.

Suggested usernames

Usernames need to be unique across the entire Mirus system. There are two preferred formats for usernames, however any unique username is acceptable.

Full Name	username A	username B
Mary O'Connor	moconnor	mary.oconnor

Force password change

Many companies start by setting the passwords on all of their users to one common and easy to enter password (for example blueshoe or 3apples) then checking the **Force Password Change** option for each user. That way each user is required to choose a new password when they first log into the system with the common password.

Multiple people sharing one username

It is possible for smaller organisations to allow multiple people to share one common username. However two people can not be logged into the system with the same username at the same time. Therefore the best practice is to keep each person with their own username on the Mirus online system.

User Limits

There are no limits to the number of users under one account. The only limit is set by the number of Access Seats which your organisation has allocated on the Mirus system (you can check this from the Account details tab under the Account screen). It is possible to have 50 users registered on your account, but only have 10 Access Seats. This would allow any 10 of your 50 users to use the system simultaneously.

If a user tries to log in and their login exceeds the Access Seat limit, then the user will be unable to log in and instead will receive a warning message telling them that the license limit has been reached.

Web Session Timeout

It is important to set the web session timeout for each user to a reasonable limit. A good starting point is 30 minutes. If the user is not performing any searches for that period of time, then they are automatically logged out of the system and their Access Seat is available to another user.

