Swoop User Management

QUICK START GUIDE
Everything you need to empower your team at your fingertips

Agero
Powered by SWOOP

Settings Overview

View company users

Click to create a new user

First Name		Last Name	Phone	Email	Username	Admin	Dispatcher	
Allan	✎	Tester		atester@joinswoop.com	atester	✓	☐	✖
Eileen	✎	User		euser@joinswoop.com	euser	☐	✓	✖
Chris	✎	Coop	(555) 555-5555	ccoop@joinswoop.com	ccoop	✓	✓	✖

Edit Users

Delete user by clicking here

Create New User

Enter user information

Select permission level

Set email settings

Benefits

Turnkey
Easy set up and maintenance

Full Transparency
Full visibility of program performance and activity, in real time

Enhance Your Brand
Noiseless service to delight your customers

Quality Service at Scale
Anytime, every day, every zip code
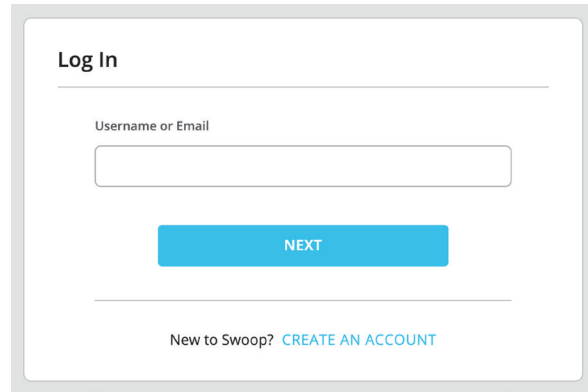
Types of Users

ADMIN - Admin users have full access to your company settings including user creation, site creation, configuration, reporting and integrations. They can also create and monitor jobs.

DISPATCHER - Dispatchers can create and monitor jobs for sites they are associated with.

Setting up a New User

1   Log into Swoop as an Admin User

Log In

Username or Email

[   ]

[**NEXT**]

New to Swoop? CREATE AN ACCOUNT

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2   Click on the settings icon in the upper right corner

⚙

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3   Select the Users tab from the settings menu

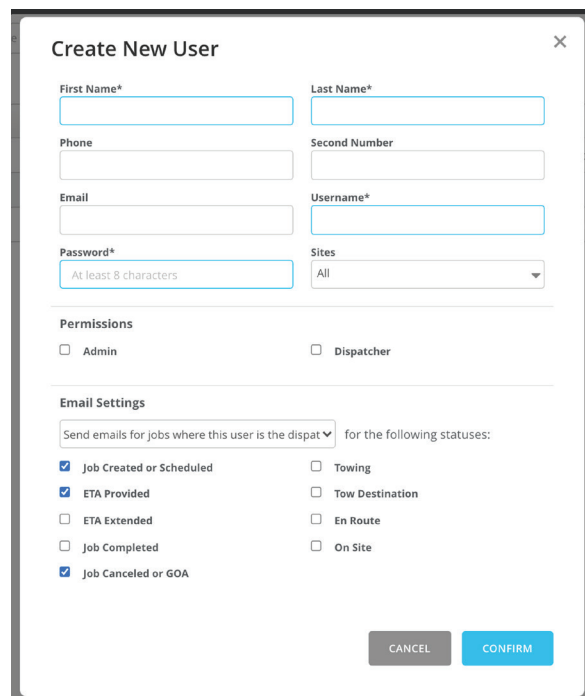aces   **Users**   Config

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4   Click on Create User

Create User

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5   **ENTER THE FOLLOWING FIELDS**

+ First Name

+ Last Name

+ Email

+ Copy Email to Username Field

+ Select Site Access

    • Single Site

    • Multiple Sites

    • All Sites

+ Select Permission: Admin or Dispatch

Create New User ✕

First Name*   Last Name*
[   ]   [   ]

Phone   Second Number
[   ]   [   ]

Email   Username*
[   ]   [   ]

Password*   Sites
[At least 8 characters]   [All ▼]

Permissions

☐ Admin   ☐ Dispatcher

Email Settings

[Send emails for jobs where this user is the dispat ▼] for the following statuses:

☑ Job Created or Scheduled   ☐ Towing
☑ ETA Provided   ☐ Tow Destination
☐ ETA Extended   ☐ En Route
☐ Job Completed   ☐ On Site
☑ Job Canceled or GOA

[CANCEL] [CONFIRM]

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6   Enter a temporary password

Password*

[At least 8 characters]

Editing a User

1 Select the Users tab from the settings menu

aces   **Users**   Config

2 Click on the pencil icon to edit a user

3 ENTER THE FOLLOWING FIELDS
+ First Name
+ Last Name
+ Email
+ Copy Email to Username Field
+ Select Site Access
  • Single Site
  • Multiple Sites
  • All Sites
+ Select Permission: Admin or Dispatch

Edit User ✕

First Name*
Chris

Last Name*
Coop

Phone

Second Number

Email*
ccoop@joinswoop.com

Username*
ccoop@joinswoop.com

New Password
At least 8 characters

Sites
All

Permissions
☑ Admin   ☑ Dispatcher

Email Settings
Send emails for jobs where Chris is the dispatcher ▼   for the following statuses:

☑ Job Created or Scheduled   ☐ Towing
☑ ETA Provided   ☐ Tow Destination
☐ ETA Extended   ☐ En Route
☐ Job Completed   ☐ On Site
☑ Job Canceled or GOA

CANCEL   CONFIRM

Deleting a User

1 Select the Users tab from the settings menu

aces   **Users**   Config

2 Click on the X icon next to the user you would like to delete

3 You will be asked to confirm this action. Select Delete to confirm.

Delete User ✕

Are you sure you want to delete this user?

Cancel   Delete