

### Sign in to BloomBoard Admin Tools

User Managers can access the BloomBoard Admin Tools two different ways.

#### Sign in Directly to Admin Tools

To sign in directly to admin tools, go to <https://admin.bloomboard.com> and sign in with your user name and password.

#### Sign in from BloomBoard

- \* To sign in from bloomboard.com, click **Switch to Admin Tools** in the menu by clicking your icon in the upper-right corner after you sign in.
- \* Click **User Management**.

### Invite Users to Your Organization’s Program(s)

#### Invite Many Users to a Program in Bulk

Add Users

User Managers can upload a csv to invite many (or all) members to an organization’s program in BloomBoard. Every invitee in the csv will be invited to the same program(s), so plan uploads accordingly.

Please note that by default, unredeemed invitations expire in 90 days.

- \* Click **Add Users**.
- \* You can download and use a sample CSV by clicking the sample CSV text link in the **Invite Multiple Users** screen.
- \* The CSV takes just a single column of email addresses.
- \* Click **Upload** to upload the csv when it’s ready. The email address file must be saved in CSV format.
- \* You can edit uploaded emails and add roles before submitting.
- \* Choose a program or programs before sending the invitations.



	A	B	C
1	Email		
2	educatorA@school.district.net		
3	educatorB@school.district.net		
4	educatorC@school.district.net		
5	educatorD@school.district.net		
6	educatorE@school.district.net		
7	educatorF@school.district.net		

See [this support article](#) for more information.

## Invite Individual Users

Add Users

User Managers can invite individuals to an organization's program by pasting or typing their emails.

- \* Click **Add Users**.
- \* Enter the user's email address.
- \* Choose a program or programs for the user.
- \* Add a role, if appropriate.
- \* Click **Send the Invite**.

## Manage User Accounts

The User Management screen allows you to toggle between separate lists of active and invited users in an organization. Click on the numbered tiles to toggle between the views.

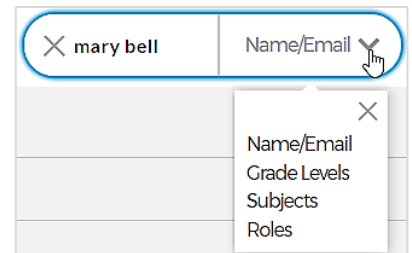
**Active (All) users** have accepted an invitation to join a program.



**Invited users** have not yet accepted their invitation.

### Search and Filter

To quickly find people in your organization, search for them by name or email address, or filter by grades, subjects, or roles. Searches and filters apply automatically.



### View Sent Invitations

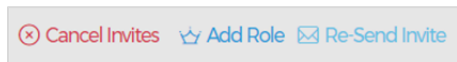
To find whether a user was invited to the organization's program, click the **Invited Users** tile to display users who were invited but have not joined. Use the search field to find a specific user.

**Note:** Users who are invited, but have not joined can only be searched for by email address.

### Re-send and Cancel Invitations

You can cancel invitations before they are accepted and re-send invitations at any time. As noted before, please note that by default, unredeemed invitations expire in 90 days

- \* From the *Invited Users list*, select the checkbox next to users' names to display options to Re-Send Invites and Cancel Invites options.
- \* Click **Re-Send Invites** or **Cancel Invites**.
- \* The invitations are re-sent or cancelled.



**Note:** A cancelled invitation remains in the user's inbox and displays a cancellation message when the user clicks on it.

## Add or Change Individual Member Roles

- \* Click the member in the *Active Users list* to open their record.
- \* Click **Add Role** or **Edit Roles**.
- \* Select the role(s) you wish to remove or assign from the displayed menu. Roles are assigned or changed immediately.
- \* Click the **x** to close the dialog box.

[Click here](#) to learn more about user roles and their permissions.

## Add or Change Multiple Members' Roles

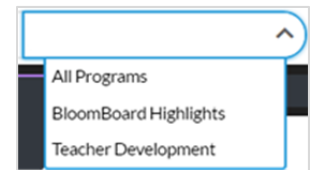
- \* Select the checkbox next to members' profile pictures to select them.
- \* Click **Add Role**.
- \* Select the role(s) you wish to assign from the displayed menu.
- \* Click **Apply**. Roles are assigned or changed immediately

## Remove a User or Users from an Organization or Program

Users removed from an **organization** are no longer able to access the organization's hub, programs, rooms, and exclusive content such as private micro-credentials or private collections.

Users removed from **specific programs** remain members of the organization, but are no longer able to access the specific program and its content.

All users can continue to use BloomBoard's public features with the same email address and password they have been using.



Choose **All Programs** if you wish to remove users from the organization.

If your organization has multiple programs, make sure you choose the **specific program** from which you wish to remove users.

## Remove Individual Users

- \* To remove an individual member from an organization or program, click the member in the *Active Users list* to open their record.
- \* Click **Remove from Org** or **Remove from Program**. The user is removed from the program immediately.

## Remove Multiple Users

- \* To remove multiple members from an organization or program, select the checkbox next to members' profile pictures to select them. Selections are restricted to the current page.
- \* Click **Remove Users** at the top of the far right column.
- \* In the *Bulk Remove Users* dialog box, review the emails and delete any that were added in error.
- \* Click **Remove from [your program name]** or **Remove from [your organization name]**.
- \* Click **Confirm** to complete the removal (or **Cancel** to exit the action).

Need help? Contact our support team.  
Click **Chat** or **Help** on any BloomBoard screen  
Or email at [help@bloomboard.com](mailto:help@bloomboard.com)

## Remove All or Many Users from an Organization in Bulk

- \* Click **Remove Users** at the top of the far right column.
- \* In the dialog box that displays, type or paste the emails of users you wish to remove. Email addresses may be separated by commas, spaces, tabs, semicolons or line breaks.
- \* Click **Remove from [your organization's name]**. You have a last opportunity to review and delete emails that may have been added in error.
- \* Click **Confirm** to complete the removal (or **Cancel** to exit the action).
- \* Refresh your screen to confirm users have been removed.

## Troubleshoot the User Invitation Process

If users experience difficulty finding or accepting their invitations, try some of the following options to help resolve issues.

### Missing Email Invitation

- \* Check the *Invited* and *Active Users* lists to check the email used to invite the user or determine whether the user accepted with a different email address.
- \* Ask the user to search the inbox for the subject line, *You're invited to join "[program name]"*. In the email, your specific program name appears in place of [program name], and is enclosed in quotes. *Ex. – You're invited to join "Novice Teacher Induction"*
- \* Ask the user to check their spam or junk folder for the invitation.
- \* Verify the email address the user is using to sign in to BloomBoard. The user must sign in with the same email address as the address used in the invitation.

**Re-send:** If you have confirmed you've sent the invitation but the user is not able to find it, you can re-send the invitation. Alternatively, users do not need to accept the invitation to join a program. They can accept directly from their BloomBoard profile. See [this article](#) for instructions.

### Forgotten Account Credentials

- \* If the user you've invited has forgotten their password, they can reset their password by following the directions in [this article](#).
- \* Verify the email address the user is using to sign in to BloomBoard. The user must sign in with the same email address as the address used in the invitation.

### Emails Going to Spam or Trash Folders

If many users report emails going to their spam or trash folders, check with district level or other organization level IT staff to confirm they have whitelisted the following email domains.

amazonses.com	bloomboard.com
cmail1.com through cmail20.com	createsend.com
customeriomail.com	delivery.customeriomail.com

Tried all of the steps above? Please contact BloomBoard Support by clicking the **Chat** or **Help** button on any BloomBoard screen or by sending an email to [help@bloomboard.com](mailto:help@bloomboard.com).