Privoro Portal Quick Start Guide

Activating your Portal account

After a Privoro administrator has set up your Portal account, you will receive an email from system@privoro.com providing information for activating your account, including a temporary password.

NOTE: depending on your privacy settings, this may be routed to your junk mail folder.

Once you have received this email, follow the steps below.

1. Go to Portal.Privoro.com.

2. You will be asked for your email address. Enter your email address, then click "log in".

3. This will bring you to the authentication screen which should autofill your email address. If not, you will need to enter it.

4. Enter the temporary password included in the Account Activation Email you received, then click "log in".

Setting up two-factor authentication

For first-time use only, you will be required to set up two-factor authentication. The authenticator app you will want to use is called FreeOTP. It is available in the Apple App Store or Google Play.
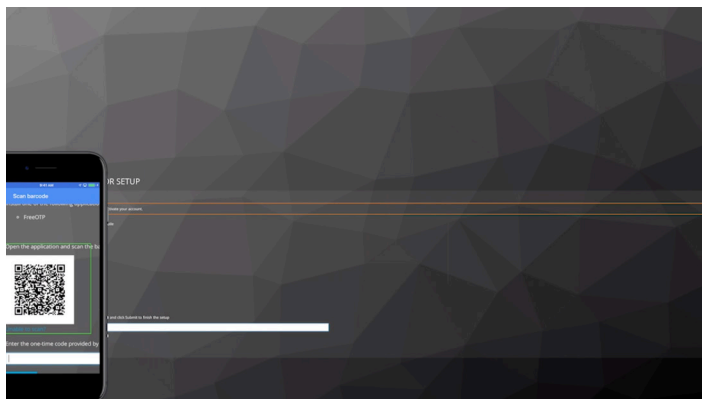
1. Download FreeOTP from the app store and follow the app setup.

2. The app will ask you if you want to "scan a QR code" or "enter a code".

   • Click the option to "scan a QR code." It will present you with a 6-digit code.

3. Enter the 6-digit code in the required field and click "submit".
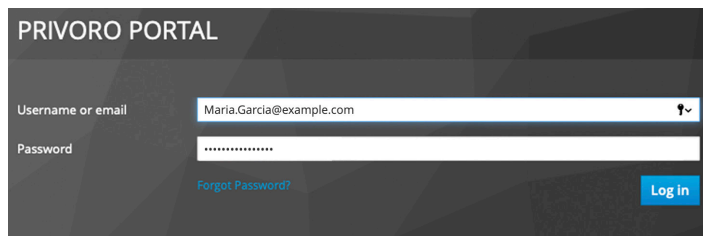
Privoro Portal login screen

FreeOTP app for setting up two-factor authentication

Scanning the QR Code will generate the 6-digit code to be entered here

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Creating a new user

Before creating a new user, make sure "Users" is selected in the left-hand navigation.

1. In the upper right-hand corner of the screen you will see a button for "create new user". Click this.

2. A pop-up will appear asking for some basic information about the user. Add the required information.

   a. Assigning a device to a user
   In the process of creating a new user, you can assign them to a device on their account information screen. When assigning a device, you must select a device that is currently "unassigned."

   b. Assigning a user to a group
   You may also want to assign the user to a group, which can be done from this page.

   c. Assigning a user to the role of system administrator
   Click the selection box if you would like this person to have the role of "system administrator". You can change a user's role in the "Roles" section of the user's account information screen.

3. Click "Create User".

   You will receive a notification in the top right corner of the portal indicating that the user was successfully created.

   Once you have created a new user you will need to refresh the page in order for the new user to show up in the list.
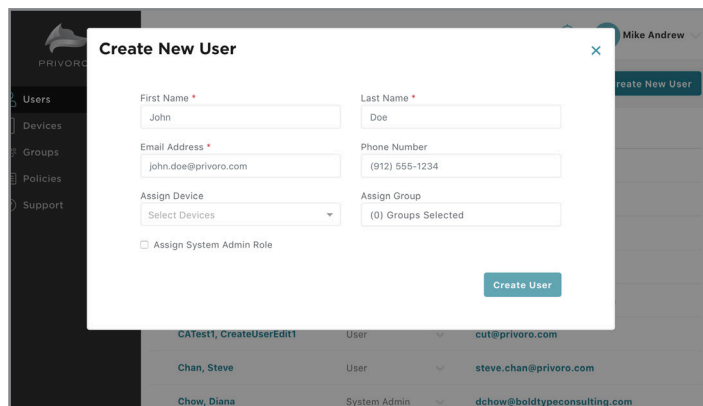

From the User screen you can Create New User

Assigning/unassigning a user's role

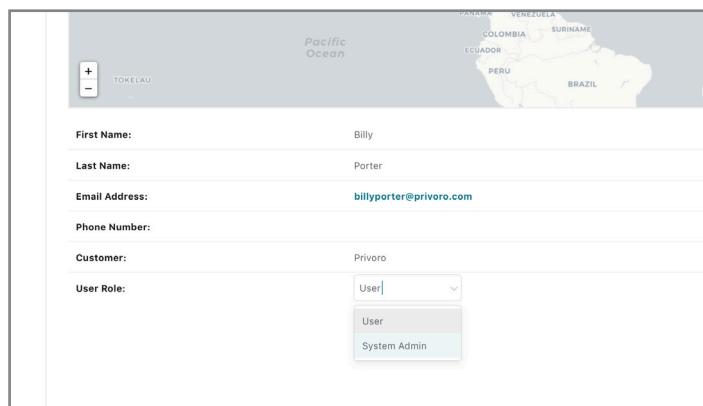You can assign/unassign a user's role in two ways:

1. From the dropdown in the list view of the "User" screen.

2. From the dropdown on an individual's user profile screen. Scroll through the list of users on the "User" screen or use the search box to find a specific user.

For Help

For additional videos, the complete portal manual or to enter a ticket, visit the support section of the Privoro Portal.

A User Role can be changed from the individual user profile screen

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