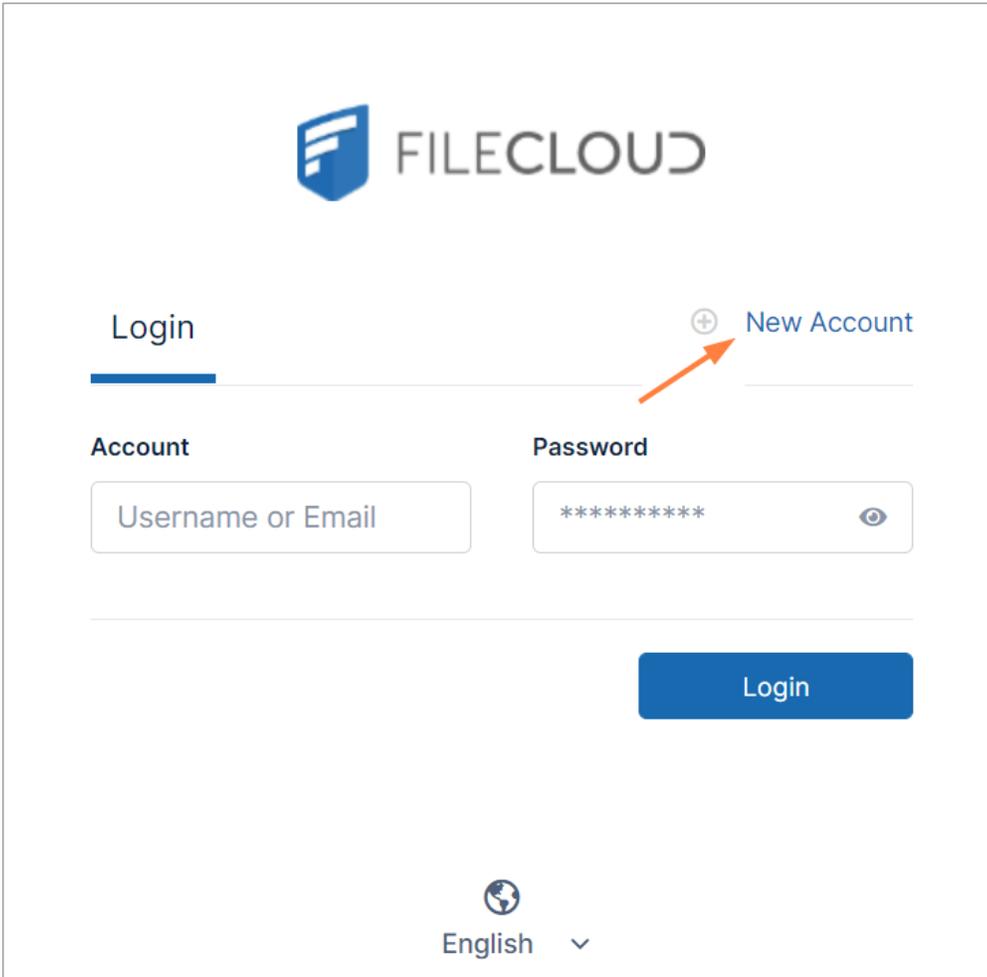


New Account Creation

By default, a **New Account** button appears on the log-in page that users can click to create or sign up for a new account.



Administrators can customize how new user accounts are created.

i If you are enabling FileCloud users to create new accounts when sharing with external individuals, and SMS 2FA is enabled, you must add a setting that allows the user to enter the individual's phone number with the share. To add the setting, see the section **Enable Two Factor Authentication for User Portal (Global setting)** in [Two Factor Authentication](#).

Settings

Setting	Location	Options	Description
<i>Show New Account Button</i>	Customization > General tab > Login tab	<p>ENABLED = Displays New Account button on User log-in page. opens a window for the user to type in new account information</p> <p>DISABLED = Hides New Account button on User log-in page.</p>	<p>This setting determines whether the New Account button appears on the User Portal Log-in page.</p> <p>If enabled, this setting works with two other settings to determine authentication and approval permissions:</p> <ul style="list-style-type: none"> • Allow Account Signups • Automatic Account Approval

<p><i>Allow Account Signups</i></p>	<p>Settings > Admin tab</p>	<p>Specifies if a user can or cannot create a new FileCloud user account from the login-in page by choosing:</p> <ul style="list-style-type: none"> • DEFAULT • TRUE • FALSE <p>Can Create an Account</p> <p><i>Prerequisite: Show New Account Button = Enabled</i></p> <p>DEFAULT = Local user authentication is allowed</p> <ul style="list-style-type: none"> • Active Directory authentication allowed • LDAP authentication allowed <p>TRUE = Local user can create their own account</p> <ul style="list-style-type: none"> • Active Directory authentication not allowed • LDAP authentication not allowed <p>Cannot Create an Account</p> <p>FALSE = Local user cannot create their own account</p> <ul style="list-style-type: none"> • If the New Account button is enabled, and the user clicks it, and error message indicates that new account creation is not allowed. 	<p>This setting controls if the user can create a new account. By default, the account is disabled until an administrator approves it. If you want the account to be automatically approved, use the <i>Automatic Account Approval</i> settings.</p> <p>Do I choose DEFAULT or TRUE?</p> <p>DEFAULT</p> <ul style="list-style-type: none"> • If you are using AD or LDAP Authentication. • You want to allow your AD users to create their own FileCloud user accounts. After you import AD or LDAP user accounts into FileCloud, you can have the users create their own FileCloud account automatically on first login. In this scenario you would just tell your users to log in using their AD or LDAP credentials and on first login FileCloud will automatically create that user's new FileCloud account. <p>TRUE</p> <ul style="list-style-type: none"> • If you are NOT using AD or LDAP Authentication • You want to allow your users to create their own user accounts. By default, the account is disabled until an Administrator approves it.
<p><i>Automatic Account Approval</i></p>	<p>Settings > Admin tab</p>	<p>(Default) 0 = The account created by the user is DISABLED by default. It requires Admin approval to assign FULL or FULL (Without Storage) access to the account.</p> <p>1 = The new user account is automatically approved with FULL access.</p> <p>2 = The new user account is automatically approved with GUEST access.</p> <p>3 = The new user account is automatically approved with GUEST access.</p>	<p> If the total number of licenses has been reached, share invitations to new users are blocked unless Automatic Account Approval is set to 3.</p> <p>Prerequisites:</p> <ul style="list-style-type: none"> • <i>New Account</i> = ENABLED • <i>Allow Account Signups</i> = DEFAULT or TRUE <p>This setting works with the <i>Allow Account Signups</i> setting to determine:</p> <ul style="list-style-type: none"> • If the account created by the user is disabled until the Administrator approves it • If the account is approved with a specific level of access automatically without intervention from the Administrator. <p> For smaller organizations or high security sites, you can configure this option so that when a user creates a new account it is disabled until it is approved by the administrator.</p> <p> For larger organizations, it might not be practical to have the administrator approve every account created and so you can use the automatic account approval settings.</p>

Scenarios

FileCloud supports the ability to customize the creation of user accounts in the following ways:

- Only an Administrator can create new user accounts
- Users can create their own account but it is disabled. An Administrator approves it or denies approval by deleting it.
- Users can create and approve their own accounts
 - With a default level of access set by an Administrator
 - When Share invitations are sent to new users.
- AD or LDAP users can create a new FileCloud account different from their AD or LDAP credentials

Only an Admin can create (or deny) User accounts

1. The administrator enables the account in the Admin Portal on the Users page by changing the user's status from *Disabled Access* to one of the enabled access statuses.
2. The user receives a Welcome email with the account credentials and User Portal URL.

Note: An administrator denies approval by deleting a user account. In this case the user receives an email to inform them that the account has not been approved.

Customization settings, Login tab

- ✘ New Account button = DISABLED

Settings option, Admin tab

- ✘ Allow Account Signups = FALSE
- ✘ Automatic Account Approval = 0

The scenarios where a user can create a new FileCloud account are described in Table 3.

Users can create their own accounts

<p>Users can create their own accounts</p> <p>The Admin must approve the accounts</p> <p> This scenario can also be used to allow new users to create an account when a Share invitation is sent.</p> <p> This scenario does not work for AD and LDAP users. Refer to the specific scenarios and settings for AD and LDAP users.</p> <ol style="list-style-type: none"> 1. The Administrator configures the User Search Mode. 2. The Administrator configures New Account Creation settings. 3. The Administrator provides the user with the URL for the User Portal OR an invitation to create a new account is sent when a user shares a folder or file. 4. The User accesses the user portal from a Web browser, mobile device, FileCloud Sync or FileCloud Drive. 5. On the User Portal Login window, the user clicks the New Account button. 6. The user enters details in the account creation fields. 7. The account is created but is disabled by default. 8. The Admin will be notified about the new account. 9. The Admin will approve the account. 10. The Admin will set the user account type to Full User or Full (Without Storage) User. 11. The user will receive an account creation email using the email address provided during account creation. 12. The user is required to verify the email account to complete the account creation process. 		<p>Users can create their own accounts</p> <p>Users can approve their own accounts</p> <p> This scenario can also be used to allow new users to create an account when a Share invitation is sent.</p> <p> This scenario does not work for AD and LDAP users. Refer to the specific scenarios and settings for AD and LDAP users.</p> <ol style="list-style-type: none"> 1. The Administrator configures the User Search Mode. 2. The Administrator configures New Account Creation settings. 3. The Administrator provides the user with the URL for the User Portal OR an invitation to create a new account is sent when a user shares a folder or file. 4. The User accesses the user portal from a Web browser, mobile device, FileCloud Sync or FileCloud Drive. 5. On the User Portal Login window, the user clicks the New Account button. 6. The user enters details in the account creation fields. 7. The account is created and is the granted access of a Full User, Full (Without Storage) User, or Guest User as set by the Administrator. 8. The Admin is notified about the new account. 9. The user will receive an account creation email using the email address provided during account creation. 10. The user is required to verify the email account to complete the account creation process. 		<p>Active Directory or LDAP Users create a new FileCloud account different from their AD or LDAP credentials</p> <p>The Admin can configure the approval process</p> <ol style="list-style-type: none"> 1. The Administrator configures the Authentication Type as Active Directory or LDAP. 2. The Administrator imports AD or LDAP user accounts into FileCloud. 3. The Administrator provides the user with the URL for the User Portal. 4. The User accesses the user portal from a Web browser, mobile device, FileCloud Sync or FileCloud Drive. 5. On the User Portal Login window, the user clicks the New Account button. 6. The user enters details in the account creation fields. 7. The account is created and is either disabled OR granted access of a Full User, Full (Without Storage) User, or Guest User as set by the Administrator. 8. The Admin is notified about the new account. 9. The user will receive an account creation email using the email address provided during account creation. 10. The user is required to verify the email account to complete the account creation process.
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<p>Settings option, Users tab</p> <p>✔ User Account Search Mode = <i>Exact Email with Implicit Account Invite</i> OR <i>Exact Email with Explicit Account Invite</i></p> <p>Settings option, Authentication tab</p> <p>✔ Authentication Type = DEFAULT</p> <p>Customization settings, Login tab</p> <p>✔ New Account button = ENABLED</p> <p>Settings option, Admin tab</p> <p>✔ Allow Account Signups = TRUE</p> <p>✘ Automatic Account Approval = 0</p>		<p>Settings option, Users tab</p> <p>✔ User Account Search Mode = <i>Exact Email with Implicit Account Invite</i> OR <i>Exact Email with Explicit Account Invite</i></p> <p>Settings option, Authentication tab</p> <p>✔ Authentication Type = DEFAULT</p> <p>Customization settings, Login tab</p> <p>✔ New Account button = ENABLED</p> <p>Settings option, Admin tab</p> <p>✔ Allow Account Signups = TRUE</p> <p>✔ Automatic Account Approval = 1, 2, 3,</p> <p>Set the Create account on new user shares to true under policies.</p>		<p>Settings option, Authentication tab</p> <p>✔ Authentication Type = ACTIVE DIRECTORY or LDAP</p> <p>Customization settings, Login tab</p> <p>✔ New Account button = ENABLED</p> <p>Settings option, Admin tab</p> <p>✔ Allow Account Signups = DEFAULT</p> <p>ℹ Automatic Account Approval = 0, 1, 2, 3</p>
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The scenarios where FileCloud automatically creates a new user account are described in Table 4.

<h2 style="text-align: center;">FileCloud automatically creates a new FileCloud account for their Active Directory or LDAP Users on First Login</h2>
<ol style="list-style-type: none"> 1. The Administrator configures the Authentication Type as Active Directory or LDAP. 2. The Administrator imports AD or LDAP user accounts into FileCloud. 3. The Administrator provides the user with the URL for the User Portal. 4. The User accesses the user portal from a Web browser, mobile device, FileCloud Sync or FileCloud Drive. 5. On the User Portal Login window, the user enters their AD or LDAP username and password. 6. FileCloud uses the AD or LDAP credentials to automatically create a FileCloud account for that user.
<p>Settings option, Authentication tab</p> <p>✔ Authentication Type = ACTIVE DIRECTORY or LDAP</p> <p>Customization settings, Login tab</p> <p>✔ New Account button = ENABLED</p> <p>Settings option, Admin tab</p> <p>✔ Allow Account Signups = DEFAULT</p> <p>✔ Automatic Account Approval = 1, 2</p>

Also in this section:

- [Account Approval](#)
- [Allow AD or LDAP Users to Create a New Account](#)
- [Allow Only an Admin To Create New Accounts](#)
- [Allow Users to Create and Approve Accounts](#)
- [Allow Users to Create a New Disabled Account](#)