

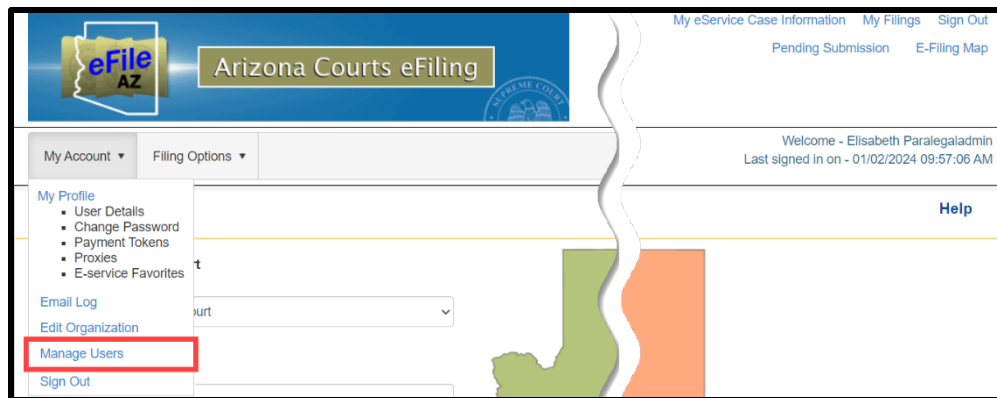
eFileAZ

Organization Administrators

Manage Existing Member and Administrator User Accounts

An **organization administrator** has the capability to update, inactivate, or disassociate user accounts of the organization's members and administrators. An organization administrator also has the capability to send a password reset email to an organization member or administrator.

1. Log in to eFileAZ: <https://efile.azcourts.gov>
2. **Hover over My Account** to access the drop-down menu > Select **Manage Users**

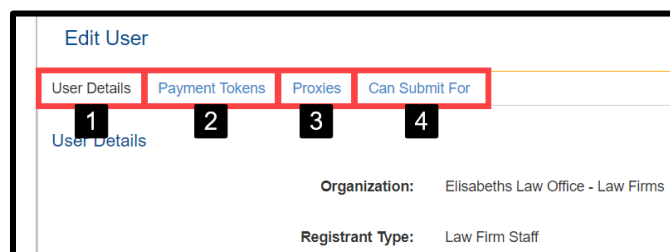


- a. The Organization Users page will open and display a list of all users currently associated to the organization > Each user account may be (1) [updated](#), (2) [inactivated](#), (3) [disassociated](#), and (4) sent a [password reset email](#)
 - i. To update a user account profile, from the name column, select a **Name link**

The screenshot shows the 'Elisabeths Law Office Users' page. It features an 'Add User' button and a table of users. The table has columns for '#', 'StatusDescription', 'LogonName', and 'Name'. The 'Name' column contains links to user profiles. The link 'Paralegal, Elisabeth Test' is highlighted with a red box, indicating it is the target for the next step.

#	StatusDescription	LogonName	Name
✘ 🟡	Active	lawyeradmin	LawyerAdmin, Elisabeth
✘ 🟡	Active	testparalegal	Paralegal, Elisabeth Test
✘ 🟡	Active	paralegaladmin	ParalegalAdmin, Elisabeth

- A. The Edit User page will open, and the User Details tab will be selected by default



1. **User Details tab:** this tab provides an organization administrator with the capability to update the user's (1) User Name, (2) Security Question/Answer, (3) Primary Email, (4) Alternate Emails, (5) Address, (6) Phone Number, and (7) designation as an organization administrator
 - a. **Update** information, as needed > Select the **Update button**
 - b. The **Registrant Type** (*user role*) and **Arizona ID** (*attorney's bar number or process server's certification number*) **CANNOT be updated** by an organization administrator or the individual user; for assistance with updating this information, **contact AOC Support Services** at pasupport@courts.az.gov

2. **Payment Tokens tab:** this tab provides an organization administrator with the capability to **save** or **remove** a payment method in a user's account profile; when an organization member uses a payment method saved within the user's individual profile, the **payments will still be included in the Organization Payment Report**
 - a. **To easily provide multiple users with access to the same payment method**, a payment method should be **saved to the organization profile** and assigned to users; for information about **creating new payment methods** or **assigning existing payment methods**, see the eFileAZ reference guides available at <https://www.azcourts.gov/efiling/information/Training>

3. **Proxies tab:** this tab provides an organization administrator with the capability to update a user's profile to **appropriately designate another organization member as proxy**, which provides the proxy with the capability to file documents on behalf of the user whose profile was updated (*e.g., an attorney's user profile is updated to provide a paralegal with the capability to file documents on behalf of the attorney*)
 - a. **To grant proxy permission**, select the **Add Proxy icon** > *The Search Registered Filers pop-up window will open* > Enter a **Last Name** > *To narrow the search results, enter a First Name and/or Bar Number* > Select the **Search button** > *A search results table will display a list of users that match the entered search criteria* > In the select column, select the **appropriate checkbox** > Select the **Select button** > *The pop-up window will close, and the selected-user's information will be displayed on the proxy tab* > To save the changes, select the **Update button**
 - i. **A user also has the capability** to grant proxy permission by updating their account profile
 - b. An organization **administrator CANNOT remove** a proxy, and **only the user may remove a proxy** by updating their account profile

- c. For information about the **user** (NOT an organization administrator) **adding, removing, or viewing proxy designations**, see the eFileAZ reference guides available at <https://www.azcourts.gov/efiling/information/Training>
4. **Can Submit For tab:** this tab provides an organization administrator with the capability to view a list of all **users that have been granted proxy permission** to file documents on the user's behalf
- ii. **To inactivate a user account**, select the **red X icon**

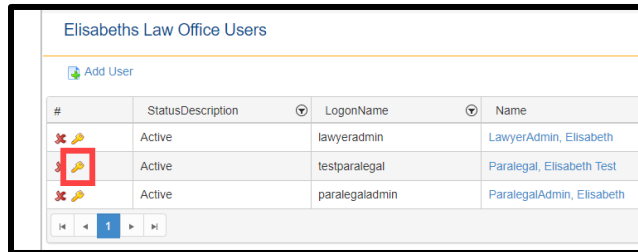
#	StatusDescription	LogonName	Name
	Active	lawyeradmin	LawyerAdmin, Elisabeth
	Active	testparalegal	Paralegal, Elisabeth Test
	Active	paralegaladmin	ParalegalAdmin, Elisabeth

- A. A pop-up window will open > Select the **checkbox for Disable User** > Select **OK** > The user's status will be updated to Inactive, and the user will be prevented from logging in and accessing the account
1. **If the account needs to be reactivated later**, contact AOC Support Services at pasupport@courts.az.gov
- iii. **BEFORE disassociating a user account from the organization**, review the user's details to (1) remove any organization [payment tokens](#) that were added at the user level and (2) [identify proxies](#) (an organization administrator **CANNOT** remove proxies and **must request that the user remove proxies** by updating their account profile)
- A. **If the user should NOT maintain access to the documents filed into cases while using their organization member account**, do NOT use this process; instead, the user's account should be [inactivated](#)
- B. After confirming that all organization payment tokens and proxies were removed from the user's account, the account may be disassociated from the organization
- C. **To disassociate the user account from the organization**, select the **red X icon**

#	StatusDescription	LogonName	Name
	Active	lawyeradmin	LawyerAdmin, Elisabeth
	Active	testparalegal	Paralegal, Elisabeth Test
	Active	paralegaladmin	ParalegalAdmin, Elisabeth

1. A pop-up window will open > Select the **checkbox for Disassociate User from the Organization** > Select **OK**

- iv. To send a user a password reset email, select the **Key icon**



#	StatusDescription	LogonName	Name
1	Active	lawyeradmin	LawyerAdmin, Elisabeth
2	Active	testparalegal	Paralegal, Elisabeth Test
3	Active	paralegaladmin	ParalegalAdmin, Elisabeth

- A. A pop-up window will open > Select **OK**
1. The user account's *primary and alternate email address will receive an email from noreply@courts.az.gov with a link to complete the password reset process*