User and Guest Addition, Edit, or Deletion Issues

Troubleshooting Steps For Technician:
Answer the following questions:

1. Are you able to replicate?
2. If yes, provide exact replication steps.

   a. Have the user try on beta.efilecabinet.net to see if anything is different/grab the full error message.
3. What error are they getting?
   a. Please provide the error message from system logs/dev console.
4. If edit/add is what is being attempted, get a list of what was changed/attempted to be changed and try to narrow down which change may be throwing the error if the error is unclear as to the issue.

If all troubleshooting has commenced and the issue is still present, grab the following information for the escalated ticket:

1. Provide answers to all of the above questions.
2. If they require assistance removing a user or guest, please provide the admin email, the account ID (pulled from the Utopia Instances section of their account in the Hub), and the user or guest in question that they wish to delete.
3. Provide confirmation of validation of their identity and their desire to delete the user.

Revision #1
Created 19 July 2022 13:46:39 by Bryce Holloway
Updated 19 July 2022 13:46:58 by Bryce Holloway