Introduction to the People application

The People application is where user accounts are stored.

User profiles can be browsed on the front end by everyone, and managed on the admin side by administrators.

> The index below offers more information on how to use the application. If you run into any issues or have a product functionality question, please submit a support ticket so our team can assist.

People application literature index

These guides are intended for sysadmins & application administrators - those who will advise end-users on how to use the application as well as manage the whole directory.

It is recommended to start at the top and read through in order.

Fundamentals

User licenses explained

Extranets

Account creation methods available in Claromentis

Account States (active, blocked, frozen/locked)

Overview

People admin overview

People front-end overview

User account set up

Create a single local user

Create local users in bulk using a CSV import

How to create new synced accounts (requires a sync to have been configured)

Password policy (local accounts only)

How to create Roles and groups

How to add new profile fields

How to change which fields appear in People areas and their order

Updating user profile information with a CSV

Use our API to update profile pictures en masse

Account management

Viewing a user profile

Editing user information

Exporting user information

Deleting users

Managing a user sync (if applicable)

Extras

Configure Skills and expertise

Phone list and contacts

Org chart/Managers and direct reports

Power users

Admin top tips

How to update or view the roles/groups a user is in

User password recovery (local accounts only)

Password reset by an administrator (local account only)

What to do if a user can't log in

Notifications from the People application

Further Learning

We have an e-Learning course available here on Discover that covers the People application in detail and would suit new administrators or those looking for a refresher.

Created on 9 December 2025 by Hannah Door
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