Extranets FAQ's

Our article Creating Extranets goes over this process in detail

I don't have the option to create an Extranet?

Your site needs to have extranet user licenses available before an Extranet can be created.

Request these in a license request and our team can assist you.

Following the application of the licenses, an administrator can be assigned to the Extranet application and the option to create them in Admin > Extranet will appear.

A user sees 'hidden' instead of another user's name in InfoCapture?

This is likely because the first user and the second are in separate extranets.

Users between extranets are hidden from each other, so users will need to move areas to resolve.

e.g. the first user is moved to the primary area, or to the second user's extranet.

What will be appropriate depends on your use case.

I don't want extranet users to see my News articles but they can upon login?

It is important to understand that every profile in existence on your site is included in the 'All registered' permissions group.

It's likely that this was in widespread use across your site before creating the extranets and adding users, which m means on login they can view all content where that group is used.

In a perfect world, these permissions would have been checked and updated before adding users to each extranet to avoid this issue.

To resolve this, take out 'All registered' and replace this with 'primary area', to ensure only those users are included and can view content.

Continue this practice going forward and only specify the group 'Extranet:xxx' where appropriate to give extranet users access.

Please note: If updating Documents permissions work backwards up the directory changing them, as removing 'All registered' from the top removes all related permissions across sub levels which can be difficult to rectify.

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Tags: user guide, FAQ, extranet, user, primary