



Getting Started for admins

This guide is designed for new intranet administrators and Discover portal users who are new to the platform. Learn about the essential tools for managing your intranet as an administrator and as a Discover user. We will also give an overview of how to navigate Discover and access its features.

- ☑ As an **intranet administrator**, you're responsible for managing your intranet and understanding how each core application works for your users.
- ☑ As a **Discover user**, you'll also be in charge of submitting Discover tickets for support enquiries, change requests, license requests, and upgrade requests on behalf of your intranet.

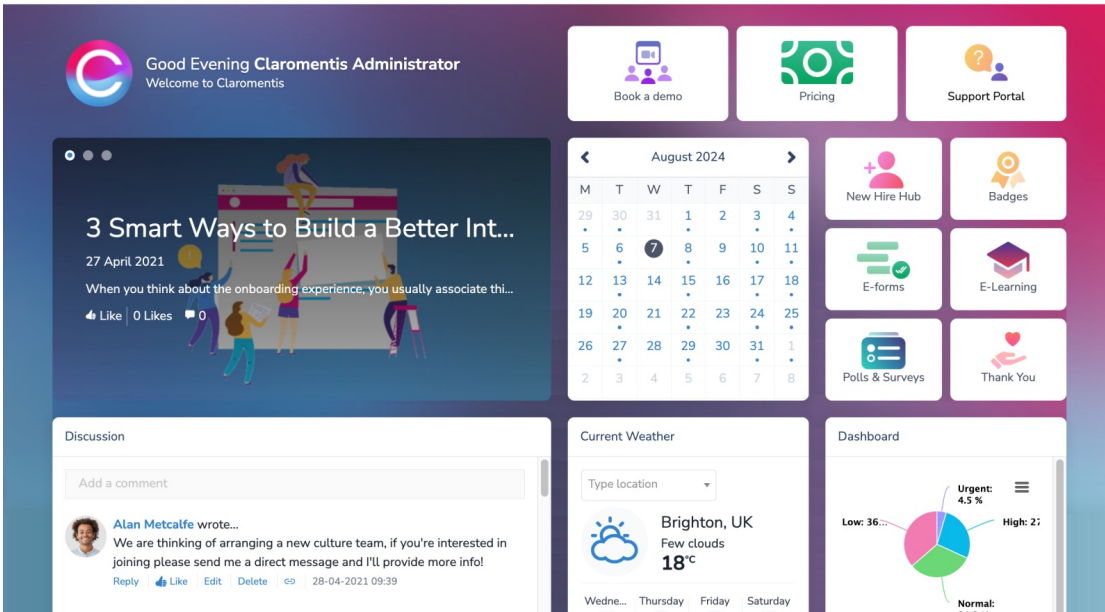
Intranet Admin

Your **Intranet** is managed by you & your internal administrator team. This includes everything from organising your user profiles to managing your intranet content.

It is important that all admin members are aware of other team members and their responsibilities, and most importantly, to be able to communicate about support issues.

(The setup of your intranet management team may differ based on your organisation's needs).

For a general overview of your intranet, take our On-boarding Training course



Depending on your admin permissions, you can:

- Access application admin panels and settings
- Manage application permissions
- Assign roles & permissions to users
- View and edit content (i.e. documents, policies, reports etc.).

Your internal admin team is responsible for setting up your account and permissions within your intranet. If you encounter any permission issues within your intranet, please check with your admin team to grant you access.

Check out our guide on [Assigning permissions and Management](#).

FAQ

How do find my intranet admin members?

- As an intranet admin, you can find your Sysadmins & Application admins by navigating to the Admin application. Please refer to our guide on [Assigning Sysadmins and Application Administrators](#).

How do I know if I have the correct intranet permissions?

- Your intranet is managed by your internal admin team. They can assign and confirm your admin permissions.

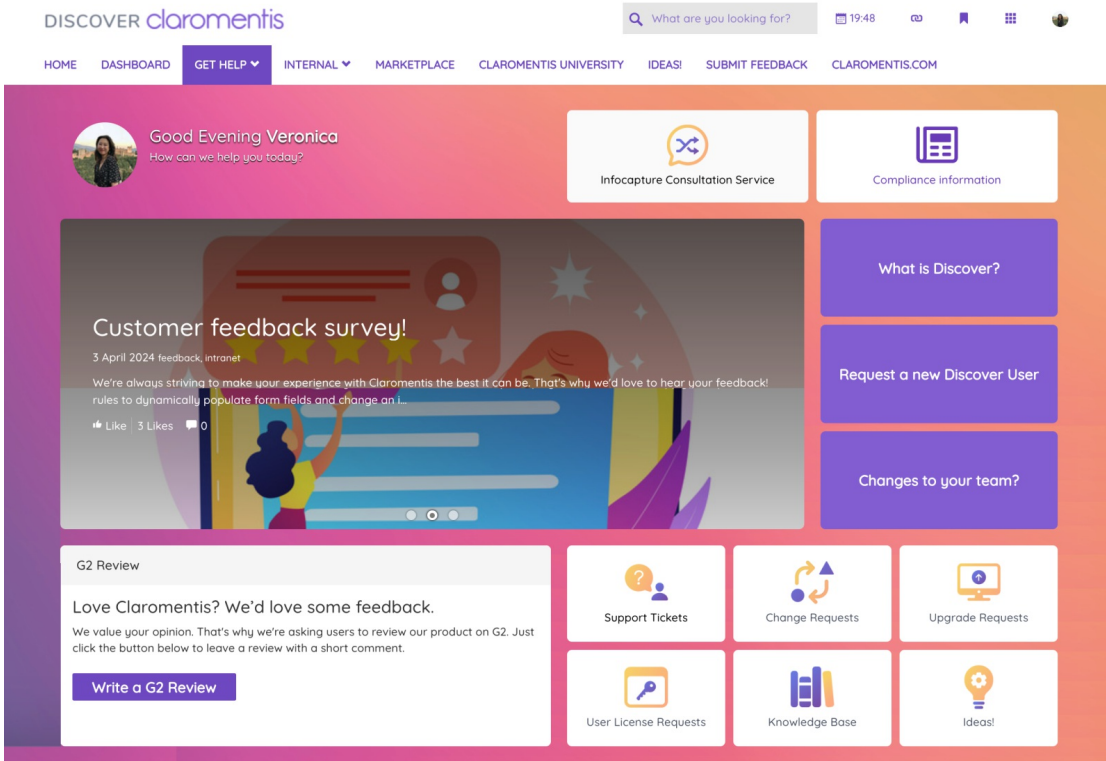
How do I learn the ins and outs of the intranet?

- It's recommended that your internal management team share their knowledge with you as you take on your admin role. This will provide access to company-specific content and help you understand how your intranet is managed. You can also find plenty of public resources on [Discover](#) including our [Knowledge base](#).

Discover User

Discover is our support portal managed by Claromentis. You can communicate with us directly, and our teams can collaborate with your intranet admins to provide support. You can also keep up on new features, releases, or any updates that may impact your intranet.

Check out our guide on [How To Use Our Discover Support Portal](#)



Our main method of communication between your intranet admin team and our teams is via Discover.

All Discover users can:

- Submit Discover tickets for Support, Change, License, and Upgrades.
- Access our Knowledge base & e-Learning courses
- Track important news & updates

Remember, you will need a Discover account to gain full access and submit tickets. For access, your internal admin team with Discover privileges will need to request an account on your behalf via a support ticket. Each company is limited to 10 Discover users.

Log into your Discover account to explore Discover and all the tools available to you.

FAQ

How do I contact Clarentis support?

- Discover is our main method of communication and the easiest way to get in touch with the Clarentis team. Submit a ticket and our team will be happy to assist 😊

How do I add or remove a Discover user?

- Discover is managed by the support team at Clarentis. You can request a new Discover account (up to 10 users) or request a change to an existing Discover account via a support ticket. Please refer to our guide on Request a New Discover Account

How can I stay up-to-date with Clarentis news and updates?

- As a Discover user, you can log in to Discover at any time to review the latest news and product change logs. Any major Clarentis updates will be announced on Discover and also sent via Email announcements or news.