

retain related files or history where required. Use the available filters before working with records so that you update or review the correct users.

Settings

Before working with authentication records, open **Configurations > 2 Factor Authentication** and define the view you need using the available filters. The screen provides filters for users and fields, together with selection, attachment, and save actions.

Control	Purpose
Selected items	Shows the items currently selected in the screen.
Filter by user	Limits the displayed records to a selected user.
Filter by field	Filters records using a field-based criterion.
Files (files[])	Holds files attached to the record.
Save	Saves the current changes and keeps the screen open.
Save and Close	Saves the current changes and closes the screen.
Two-Factor Authentication (twoFactorAuth)	Opens the available two-factor-authentication action.
Log History (logHistory)	Opens the available record history action.
Refresh (icn icn-update)	Refreshes the displayed information.
Tickets	Opens the available ticket-related action.
Attach	Adds a file attachment.
Ok	Confirms the current dialog or action.

Note: The screen provides filters and record actions, but it does not display a separate enable/disable setting or an authentication-status field. Review the selected users and save only the changes you intend to retain.

Reports Settings

The screenshot shows the 'Configuration Reports' tab in the Pams application. The table lists various roles and the users assigned to them. The 'Admin' role is highlighted in blue.

Role	Tab	Widgets	Users	Last modified
Owners	5	22	Mohamed Hassan, Mohamed Hassan, Mohamed Hassan, S-Bohnacker, Rag...	12 May 2026 - 05:18 AM
SupperAdmin	4	4	Alaa ahmed, demo, Mazen Al Maddah, Mazen Al Maddah, Mazen Al Madda...	3 Dec 2024 - 10:59 AM
Sales Manager	4	8	Mahmoud El Shahawy, Ayman Shohoud, Shahawy, Mohamed Elhaddad, M...	16 Dec 2024 - 12:43 PM
Team Leader	0	0	Mahmoud Sabry, Mohamed Mamdouh, Mohamed Sabry, Mohamed Elhadd...	
Sales Engineer	0	0	A-Assem, A-Assem, Fatma Mohamed, Ibrahim Muhammed, Mahmoud Tare...	
Shotec Secretary	0	0	Asmaa Saeed, Mazen Al Maddah, Mazen Al Maddah	
Purchasing Manager	0	0	Mohamed Sabry, Mohamed Sabry, A-Assem, Mohamed Elhaddad, Alaa ahm...	
ShotecFinanceManager	4	3	Mohamed zein, Zain, Mazen Al Maddah, Mazen Al Maddah, Pams User	8 Apr 2025 - 06:43 AM
Section Head	0	0	Tawab Abd Elnaeem, Mahmoud Sabry, Mohamed Elhaddad, Tawab Abd Eln...	
Admin	0	0	Mohamed Assem, Mohamed Elhaddad, Alaa ahmed, Mazen Al Maddah	
Sevice Admin	0	0	Omar Mohamed, Mazen Al Maddah, Mazen Al Maddah	
Principal Netzsch	0	0	Mazen Al Maddah, Mazen Al Maddah	
Principal Lewa	0	0	Mazen Al Maddah, Mazen Al Maddah	
Project Manager	0	0	Sahar Mahmoud, Mohamed Sabry, Mohamed Elhaddad, Sahar Muhamoud,...	
Warehouse Keeper	0	0	Sahar Mahmoud, Mohamed Elhaddad, Alaa ahmed, Alaa ahmed, Youssef S...	
Accountant	0	0	Mohamed Assem, Mazen Al Maddah, Mazen Al Maddah, Mazen Al Maddah,...	
Assistant Sales Manager	0	0	Mazen Al Maddah, Mazen Al Maddah	
MrmBooking	4	1	Mazen Al Maddah, Mazen Al Maddah	3 Nov 2024 - 07:28 AM
MrmSales	4	2	Mazen Al Maddah, Mazen Al Maddah	4 Nov 2024 - 11:42 AM
Mazen_Almaddah	5	48	Mazen Al Maddah, Mazen Al Maddah, Mazen Al Maddah, Mazen Al Maddah...	3 Sep 2025 - 09:12 AM
Shorosh Test	0	0	Mohamed-Shorosh, Mazen Al Maddah, Mazen Al Maddah, Mohamed-Shoro...	
Count: 22				

2-Factor authentication — Configurations > 2 Factor Authentication

The **Reports Settings (reports settings)** tab contains the reporting-oriented view for the available authentication-related user records. Use **Filter by user** to focus on an individual user record, or use **Filter by field** when you need to narrow the results by a displayed field. The records shown in this view represent user entries rather than a separate authentication lifecycle stage.

No control is provided on the screen to move a record into or out of Reports Settings. Use the available filtering, review, attachment, and save actions while working in this tab.

Workflow

1. Open **Configurations > 2 Factor Authentication** to access the authentication record view. Review the displayed user entries before selecting or modifying any item.
2. **Decide whether you need to work with all users or a specific user.**
 - To focus on one user, use **Filter by user** and choose the relevant user record.
 - To refine the results further, use **Filter by field** and apply the required field-based filter.
 - Review **Selected items** to confirm that the intended records are selected.

Tip: Apply user filtering before using record actions. This reduces the risk of reviewing history or adding files to the wrong user entry.

3. **Decide whether you need to review the reporting view.** Select **Reports Settings (reports settings)** to work with the report-related record view. Confirm that the filtered entries are still the records you intend to review.
4. **Decide which record action is required.**
 - Select **Two-Factor Authentication (twoFactorAuth)** when you need to open the available two-factor-authentication action for the selected context.
 - Select **Log History (logHistory)** when you need to review the available history for the record.
 - Select **Tickets** when the required work relates to the available ticket action.
 - Select **Refresh (icn icn-update)** if the displayed information needs to be refreshed before you continue.
5. **Decide whether supporting evidence must be retained.** If you need to associate a file with the record, select **Attach**, add the required file in **Files** (`files[]`), and confirm the attachment using **Ok** when prompted.
6. **Decide whether to continue working or finish.**
 - Select **Save** to retain the changes and continue reviewing records.
 - Select **Save and Close** to retain the changes and leave the screen.
 - If an action opens a confirmation dialog, select **Ok** only after verifying the selected record and the intended action.

Warning: Do not use **Save and Close** until you have confirmed that the user filter, selected items, and any attached files apply to the correct record.

Examples

A project account manager needs to review the available two-factor-authentication information for a specific employee and retain a supporting file.

1. The account manager opens **Configurations > 2 Factor Authentication**.
2. In **Filter by user**, the account manager selects the employee whose record requires review. The account manager checks **Selected items** to confirm that the

intended entry is in scope.

3. The account manager opens **Reports Settings (reports settings)** to review the reporting-oriented view for the filtered user.
4. The account manager selects **Log History (logHistory)** to review the available record history. If the displayed information needs updating, the account manager selects **Refresh (icn icn-update)** and reviews the results again.
5. A supporting document must be retained with the record. The account manager selects **Attach**, adds the document in **Files (files[])**, and selects **Ok** to confirm the attachment.
6. After confirming the selected user and attached file, the account manager selects **Save and Close**. The record changes and attachment are retained, and the screen closes.

Tips

Tip: Use **Filter by user** when you know the user whose record you need. Use **Filter by field** when you need to narrow a broader list by a field value.

Note: Use **Log History (logHistory)** for record review before making changes, especially when multiple users are displayed.

Warning: Attach only files that belong to the selected authentication-related record. Verify **Selected items** before selecting **Attach**.

Troubleshooting

Symptom	Likely cause	Fix
The required user record is not visible.	The current user or field filter is too restrictive.	Review Filter by user and Filter by field , adjust the criteria, then select Refresh (icn icn-update) .
The displayed list does not reflect recent changes.	The screen has not been refreshed.	Select Refresh (icn icn-update) and review the displayed entries again.

Symptom	Likely cause	Fix
A file was added but is not retained.	The attachment was not confirmed or the record was not saved.	Use Attach , confirm with Ok , verify the file in Files (<code>files[]</code>), then select Save or Save and Close .
You cannot confirm which record you are working on.	Multiple entries may be selected or the view is not filtered.	Check Selected items and apply Filter by user before using Two-Factor Authentication (<code>twoFactorAuth</code>), Log History (<code>logHistory</code>), or Attach .

Related pages

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- [Dynamic Validation](#)
- [Integration With Other CRMs Settings](#)
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