

July 29, 2026

Users

Applications › Security Section › Users

Security > Users					
+ New company user		+ New principal user		 	
Full name	Display name	Active	Account owner	Principal user	
Ragy Ali	Ragy Ali	Active		false	
Mohamed Khalil Ebrahim	Mohamed-Shorosh	Active		false	
Lamiaa	Lamiaa	Inactive		false	
Ahmed Said	Ahmed Said	Inactive		false	
Ahmed Nabil hthythr yutytyutyt	Ahmed Nabil	Inactive		false	
Mahmoud El - Shahawy	Mahmoud El Shahawy	Active		false	
Said Abdelwahed Hamza	Said Hamza	Active		false	
Mohamed Hassan Shehata	Mohamed Hassan	Active		false	
Mohamed Khalil Ebrahim	Mohamed Shorosh	Inactive		false	
Hend Omar Moustafa	Hend Omar	Inactive		false	
Samer Samir	Samer Samir	Inactive		false	
Hosam Ghonam	Hosam Ghonam	Inactive		false	
Kesmet Salah	Kesmet Salah	Inactive		false	
Mahmoud Abd El-Rehem Mokhtar	Mahmoud Mokhtar	Inactive		false	
Count: 172					
< 1 2 3 4 5 6 >					

Users — Security Section › Users

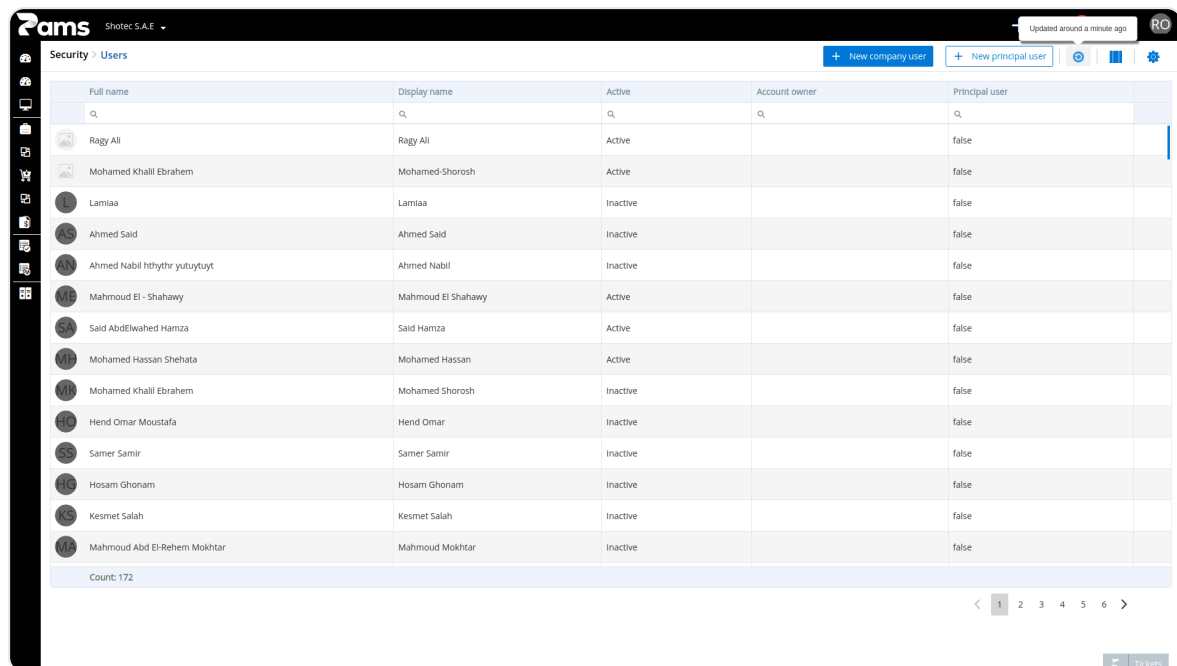
Overview

Use **Users** to maintain user records for people who access business functions such as Sales, PM, Purchasing, Warehouse, and Finance. Sales representatives, account managers, project managers, purchasing officers, warehouse managers, and finance officers use this area when a new person requires access or when an existing user record must be reviewed or updated. The Users list shows user identity and account-related columns, including full name, display name, active status, account owner, and principal user status.

Settings

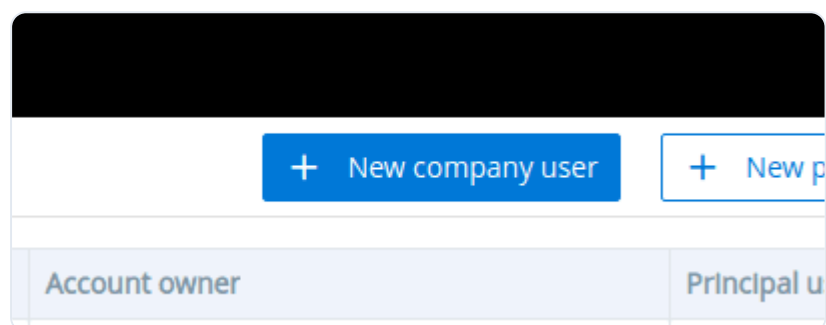
Before creating or maintaining users, review the available list layout and the information required for the user record.

1. Open **Security Section > Users**.



Full name	Display name	Active	Account owner	Principal user
Ragy Ali	Ragy Ali	Active		false
Mohamed Khali Ebrahim	Mohamed-Shorosh	Active		false
Lamiaa	Lamiaa	Inactive		false
Ahmed Said	Ahmed Said	Inactive		false
Ahmed Nabil Ithiythr yutyuty	Ahmed Nabil	Inactive		false
Mahmoud El - Shahawy	Mahmoud El Shahawy	Active		false
Said Abdelwahed Hamza	Said Hamza	Active		false
Mohamed Hassan Shehata	Mohamed Hassan	Active		false
Mohamed Khali Ebrahim	Mohamed Shorosh	Inactive		false
Hend Omar Moustafa	Hend Omar	Inactive		false
Samer Samir	Samer Samir	Inactive		false
Hosam Ghonam	Hosam Ghonam	Inactive		false
Kesmet Salah	Kesmet Salah	Inactive		false
Mahmoud Abd El-Rehem Mokhtar	Mahmoud Mokhtar	Inactive		false

Users — Security Section > Users



Account owner	Principal user
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2. Select a list layout when you need a different view of the user records:

- Use **Standard Layout** to return to the standard list layout.
- Use **Add Layout** to add a layout.
- Enter a value in **Layout name** when naming a layout.
- Use **Update Current** to update the current layout.
- Use **Delete Current** to remove the current layout.
- Use **Columns Chooser** to choose the columns displayed in the list.
- Use **Save** to save layout changes, or **Cancel** to discard them.

Tip: Use a layout that includes the columns your team needs to review regularly, such as active status or principal user status.

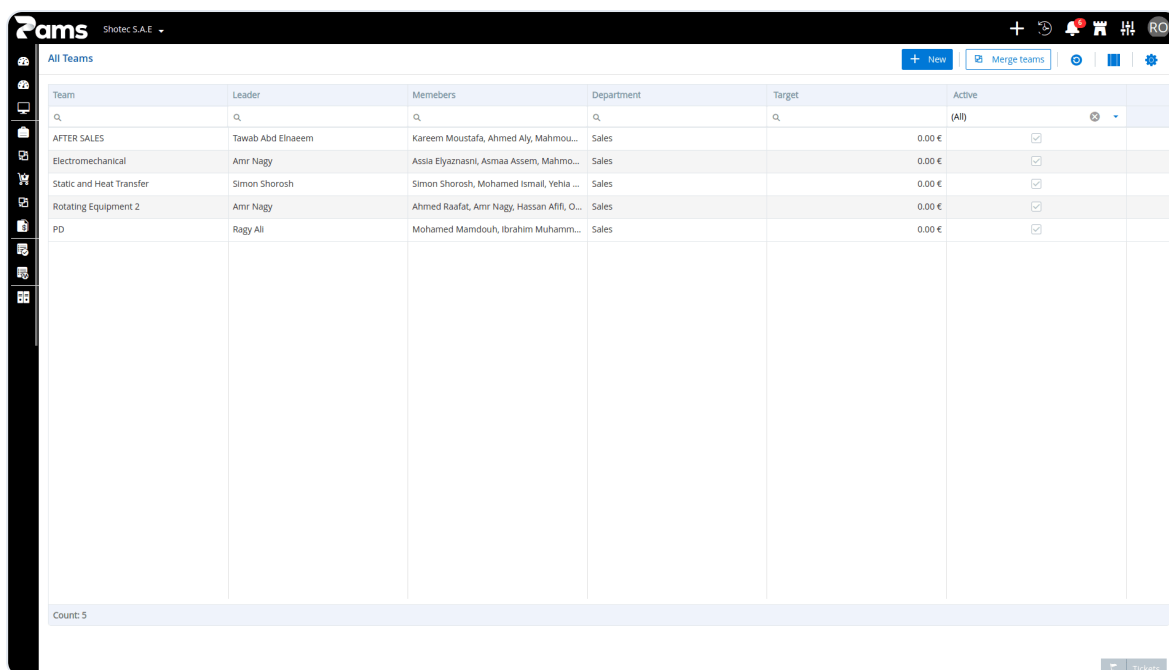
3. Use **Search** to locate an existing user before creating a new record. This helps prevent duplicate user records.

4. When creating a user, complete the information available under **User Information**, **User Roles**, **Branches / Warehouse**, and **Approval Limit** before saving the record.

Note: The available tabs organise user-related information. Review each tab before saving so that the user record is complete for the required business areas.

Workflow

1. **Decide whether to create a company user or a principal user.** From **Security Section > Users**, use **New company user** when creating a standard company user record, or use **New principal user** when creating a principal user record.

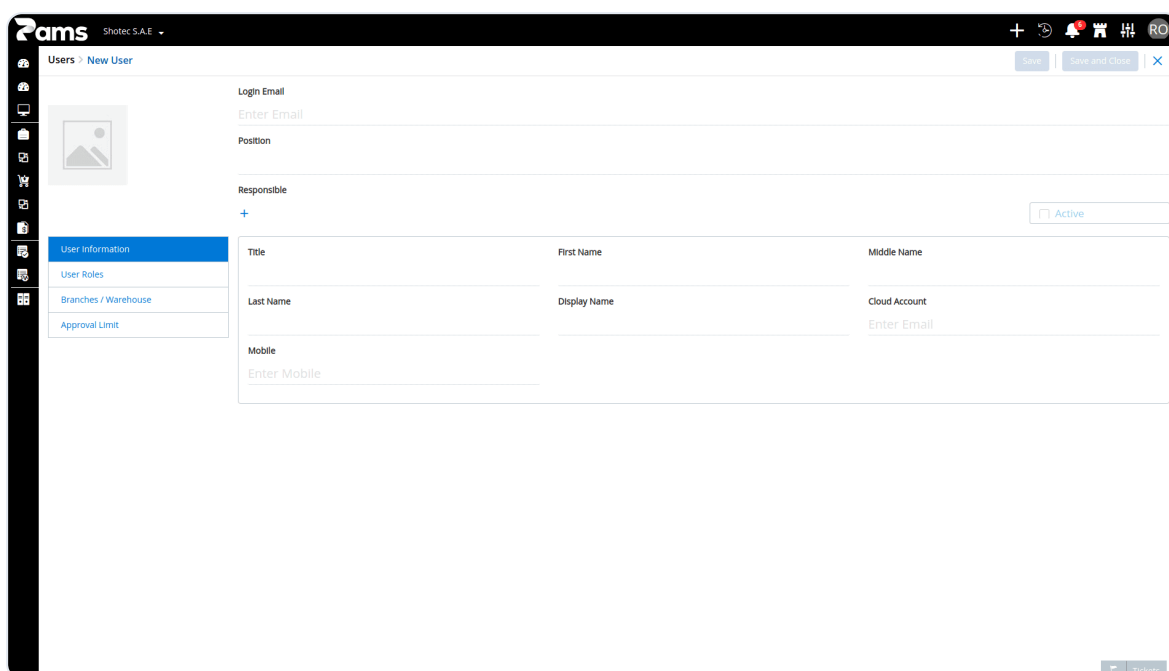


Team	Leader	Members	Department	Target	Active
Q	Q	Q	Q	Q	(All)
AFTER SALES	Tawab Abd Elnaeem	Kareem Moustafa, Ahmed Aly, Mahmo...	Sales		0.00 €
Electromechanical	Amr Nagy	Assia Elyaznasni, Asmaa Assem, Mahmo...	Sales		0.00 €
Static and Heat Transfer	Simon Shorosh	Simon Shorosh, Mohamed Ismail, Yehla ...	Sales		0.00 €
Rotating Equipment 2	Amr Nagy	Ahmed Raafat, Amr Nagy, Hassan Afifi, O...	Sales		0.00 €
PD	Ragy Ali	Mohamed Mamdouh, Ibrahim Muham...	Sales		0.00 €

Count: 5

Users — Security Section > Users

2. **Enter the user's contact information.** In the new user record, enter **Enter Email** and **Enter Mobile** as applicable. Review the information on the **User Information** tab before proceeding to the other tabs.



Users > New User

Save Save and Close X

Login Email
Enter Email

Position

Responsible
+ ☐ Active

User information
User Roles
Branches / Warehouse
Approval Limit

Title First Name Middle Name

Last Name Display Name Cloud Account

Mobile
Enter Mobile

Users — Security Section > Users > Users

3. **Review the user's roles.** Select the **User Roles** tab and review the role information recorded for the user. Continue to the next tab when the user record

reflects the intended business access requirements.

4. **Set the user's branch and warehouse context where required.** Select the **Branches / Warehouse** tab. Review or select **selectedBranch** and **selectedWarehouse** for the user record.

Warning: Review the selected branch and warehouse carefully before saving. These selections identify the branch and warehouse information held for the user.

5. **Review approval information.** Select the **Approval Limit** tab and verify the approval-limit information shown for the user before completing the record.
6. **Choose how to save the record.**

- Select **Save** to save the user record and remain on the current screen.
- Select **Save and Close** to save the user record and close the screen.
- Select **Ok** when it is available to confirm the current action.

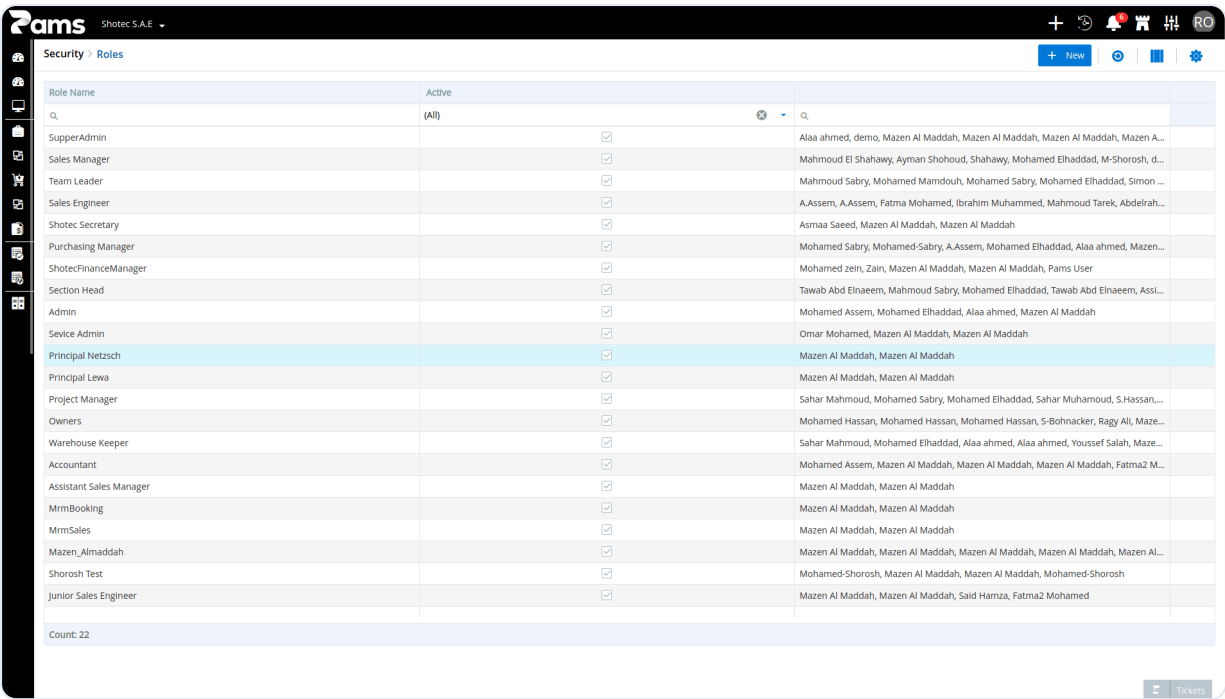
The screenshot shows the 'New User' form in the Pams system. The form has a sidebar on the left with a navigation menu containing 'User Information', 'User Roles' (selected), 'Branches / Warehouse', and 'Approval Limit'. The main form area has fields for 'Login Email' (with a placeholder 'Enter Email'), 'Position', and 'Responsible' (with a '+' icon). Below these fields is a grid of checkboxes for various roles. The roles are organized into two columns. The first column includes: SuperAdmin, ShotecFinanceManager, Project Manager, MrmSales, Sales Manager, Section Head, Owners, Mazen_Almaddah, Team Leader, Admin, Warehouse Keeper, Shorosh Test, Sales Engineer, Service Admin, Accountant, Junior Sales Engineer, Shotec Secretary, Principal Netzs, Assistant Sales Manager, Purchasing Manager, Principal Lewa, and MrmBooking. The 'Active' checkbox is checked. The top bar shows 'Users > New User' and the bottom right has a 'Tickets' button.

Users — Security Section > Users > Users

7. **Maintain an existing user when details change.** Return to **Security Section > Users**, use **Search** to find the user, and open the user record for editing. Update the required information and use **Save** to retain the changes.

8. **Remove a user record only when necessary.** From the Users list, use **Delete** for the applicable record. Use **Cancel** instead when you do not want to continue with the deletion.

Roles



The screenshot shows the 'Roles' tab in the Pams Security section. It features a table with columns for 'Role Name', 'Active' status, and a list of users. The 'Principal Netzsch' role is highlighted. The table lists 22 roles in total.

Role Name	Active	
SupperAdmin	☒	Alaa ahmed, demo, Mazen Al Maddah, Mazen Al Maddah, Mazen A...
Sales Manager	☒	Mahmoud El Shahawy, Ayman Shohoud, Shahawy, Mohamed Elhaddad, M-Shorosh, d...
Team Leader	☒	Mahmoud Sabry, Mohamed Mamdouh, Mohamed Sabry, Mohamed Elhaddad, Simon ...
Sales Engineer	☒	A-Assem, A-Assem, Fatma Mohamed, Ibrahim Muhammed, Mahmoud Tarek, Abdelrah...
Shotec Secretary	☒	Asmaa Saeed, Mazen Al Maddah, Mazen Al Maddah
Purchasing Manager	☒	Mohamed Sabry, Mohamed-Sabry, A-Assem, Mohamed Elhaddad, Alaa ahmed, Mazen...
ShotecFinanceManager	☒	Mohamed zein, Zain, Mazen Al Maddah, Mazen Al Maddah, Pams User
Section Head	☒	Tawab Abd Elnaeem, Mahmoud Sabry, Mohamed Elhaddad, Tawab Abd Elnaeem, Asst...
Admin	☒	Mohamed Assem, Mohamed Elhaddad, Alaa ahmed, Mazen Al Maddah
Service Admin	☒	Omar Mohamed, Mazen Al Maddah, Mazen Al Maddah
Principal Netzsch	☒	Mazen Al Maddah, Mazen Al Maddah
Principal Lewa	☒	Mazen Al Maddah, Mazen Al Maddah
Project Manager	☒	Sahar Mahmoud, Mohamed Sabry, Mohamed Elhaddad, Sahar Muhamoud, S.Hassan,...
Owners	☒	Mohamed Hassan, Mohamed Hassan, Mohamed Hassan, S-Bohnacker, Ragy Ali, Maze...
Warehouse Keeper	☒	Sahar Mahmoud, Mohamed Elhaddad, Alaa ahmed, Alaa ahmed, Youssef Salah, Maze...
Accountant	☒	Mohamed Assem, Mazen Al Maddah, Mazen Al Maddah, Mazen Al Maddah, Fatma2 M...
Assistant Sales Manager	☒	Mazen Al Maddah, Mazen Al Maddah
MrmBooking	☒	Mazen Al Maddah, Mazen Al Maddah
MrmSales	☒	Mazen Al Maddah, Mazen Al Maddah
Mazen_Almaddah	☒	Mazen Al Maddah, Mazen Al Maddah, Mazen Al Maddah, Mazen Al Maddah, Mazen AL...
Shorosh Test	☒	Mohamed-Shorosh, Mazen Al Maddah, Mazen Al Maddah, Mohamed-Shorosh
Junior Sales Engineer	☒	Mazen Al Maddah, Mazen Al Maddah, Said Hamza, Fatma2 Mohamed

Count: 22

Users — Security Section > Users

The **roles** tab presents role-related user records within the Users area. Use this tab to review the role view while managing user records and to identify the role context associated with the Users feature. The available list tools, including **Search**, layouts, and **Columns Chooser**, can be used to focus the displayed information.

Teams

The **teams** tab presents team-related user records within the Users area. Use this tab when reviewing the team view of user information. The tab displays the available team-related records; use **Search** and the available layout controls to locate and review the information required.

User Information

The **User Information** tab holds the user's core contact details. Enter **Enter Email** and **Enter Mobile** for the new user as applicable. This is the appropriate tab to review before saving a new company user or principal user record.

User Roles

The **User Roles** tab holds the role information for the individual user record. Review the information on this tab as part of completing the user record, particularly when the user will work in areas such as Sales, PM, Purchasing, Warehouse, or Finance.

Branches / Warehouse

The screenshot shows the 'Pams' application interface for creating a new user. The top navigation bar includes the 'Pams' logo, a dropdown for 'Shotec S.A.E.', and several utility icons. The left sidebar contains a list of tabs: 'Users > New User', 'User Information', 'User Roles', 'Branches / Warehouse' (which is selected and highlighted in blue), and 'Approval Limit'. The main content area is titled 'Users > New User' and contains the following fields:

- Login Email:** A text input field with the placeholder 'Enter Email'.
- Position:** A text input field.
- Responsible:** A section with a '+' icon and an 'Active' checkbox.
- Works at the following branch:** A section with a '+' icon and five radio button options: 'Shotec S.A.E.' (selected), 'Shotec Gulf', 'Shotec GmbH', 'Shotec IP GmbH', and 'Cronitec'.
- Accessible branches:** A section with a '+' icon.
- Keeper of warehouse:** A section with two radio button options: '6Th Of October' and 'Test'.

At the bottom right of the form, there are 'Save', 'Save and Close', and 'X' buttons. A 'Tickets' button is located at the bottom right of the sidebar.

Users — Security Section > Users > Users

The **Branches / Warehouse** tab holds the branch and warehouse selections for the user. Use **selectedBranch** and **selectedWarehouse** to review or record the applicable branch and warehouse information before saving the user record.

Approval Limit

Pams Shotec S.A.E.

Users > New User

Save Save and Close X

Login Email
Enter Email

Position

Responsible
+ ☐ Active

User Information
User Roles
Branches / Warehouse
Approval Limit

Sales:
Up to
0.00 EUR ☐ Unlimited
This limit allows you to validate offers and accept orders up to this limit.

L/Gs :
Up to
0.00 EUR ☐ Unlimited
This limit allows you to issue bank guarantees up to this limit.

Purchasing
Up to
0.00 EUR ☐ Unlimited
This limit allows you to purchase orders up to this limit.

Invoicing:
Up to
0.00 EUR ☐ Unlimited
This limit allows you to issue invoices up to this limit.

Tickets

Users — Security Section > Users > Users

The **Approval Limit** tab holds approval-limit information for the user record. Review this tab before saving when the user requires approval-related information to be recorded.

Examples

A purchasing officer needs a new user record for a buyer who will work with purchasing activity and warehouse-related information.

1. Open **Security Section > Users** and select **New company user**.
2. On **User Information**, enter **buyer@example.com** in **Enter Email** and **+1 555 010 2450** in **Enter Mobile**.
3. Open **User Roles** and review the role information required for the buyer.
4. Open **Branches / Warehouse** and set **selectedBranch** to the applicable branch and **selectedWarehouse** to the warehouse where the buyer will work.
5. Open **Approval Limit** and review the approval-limit information for the new user.
6. Select **Save and Close** to save the user record and return to the Users list. Use **Search** to confirm that the new user appears in the list.

Tips

Tip: Search for the person's existing user record before selecting **New company user** or **New principal user**.

Note: Use **Save** when you need to continue reviewing tabs or information after saving. Use **Save and Close** when the record is complete.

Warning: Use **Delete** only after confirming that the selected user record is the one intended for removal.

Troubleshooting

Symptom	Likely cause	Fix
The required user cannot be found in the list.	The list is filtered or the required columns are not displayed.	Use Search and, if necessary, use Columns Chooser or select Standard Layout .
The user record is not available after entry.	The record may not have been saved.	Reopen the record if still available and select Save or Save and Close .
The wrong branch or warehouse appears for a user.	selectedBranch or selectedWarehouse was not reviewed before saving.	Open the user record, review the Branches / Warehouse tab, correct the selections, and select Save .
A deletion was started by mistake.	The deletion action was selected unintentionally.	Select Cancel if it is available rather than continuing with the deletion.

Related pages

- [Security Section — Overview](#)
- [Roles](#)
- [Security Section — Learning Path](#)
- [Teams](#)