

Users

ams Shotec S.A.E.

Security > Users > ragy.ali@shoteco.com

[Save](#)
[Save and Close](#)
[X](#)

Login Email

ragy.ali@shoteco.com

Position

Parns

Responsible

Sales responsible
Finance responsible
Procurement responsible
PM responsible
Top management
Warehouse responsible
+

[Active](#)

User Information		
User Roles	Title Eng.	First Name Ragy
Branches / Warehouse	Last Name Ali	Middle Name
Approval Limit	Mobile 010123456789	Display Name Ragy Ali
		Cloud Account Projects.sales8@shoteco.com

Last Modification...

Last Modifications

The audit log provides you with a chronological sequence of actions performed by the users

Created On : - By
Tickets

Filter by user	Filter by field	
+ 29 Jul 2026 - 07:02 AM	Ragy Ali	1 Changes
+ 29 Jul 2026 - 05:00 AM	Ragy Ali	1 Changes
+ 23 Jul 2026 - 01:00 PM	Ragy Ali	1 Changes
+ 23 Jul 2026 - 09:15 AM	Ragy Ali	1 Changes
+ 20 May 2026 - 12:20 PM	Ragy Zakry	1 Changes
+ 20 May 2026 - 12:18 PM	Ragy Zakry	1 Changes
+ 01 Apr 2026 - 10:54 AM	Ragy Ali	1 Changes
+ 01 Apr 2026 - 10:48 AM	Ragy Ali	1 Changes
+ 28 Jul 2025 - 12:12 PM	Ragy Ali	2 Changes
+ 14 Jul 2025 - 06:11 AM	Ragy Ali	1 Changes
+ 13 Jul 2025 - 08:20 AM	Ragy Ali	1 Changes
+ 02 Jul 2025 - 10:42 AM	Ragy Ali	1 Changes
+ 15 Jun 2025 - 09:01 AM	Ragy Ali	2 Changes
+ 15 Jun 2025 - 08:56 AM	Ragy Ali	1 Changes
+ 15 Jun 2025 - 06:15 AM	Ragy Ali	1 Changes

Overview

Use **Security > Users** to maintain user records for staff who work in Sales, PM, Purchasing, Warehouse, Finance, and related operational areas. User records hold

contact details, branch and warehouse selections, two-factor authentication information, role information, and approval-limit information.

Use this feature when a user's contact details, operational assignment, access-related information, or approval information must be reviewed or updated. The available screens support editing and saving an existing user record.

Settings

Before maintaining a user, confirm that you have opened the correct record from **Security > Users**. The user form includes settings that define the user's operational details:

Setting	Purpose
Enter Email	Records the user's email address.
Enter Mobile	Records the user's mobile number.
selectedBranch	Identifies the branch selection for the user.
selectedWarehouse	Identifies the warehouse selection for the user.
twoFactorAuthentication	Holds the user's two-factor authentication setting.
User Roles	Holds role-related information for the user.
Approval Limit	Holds approval-limit information for the user.

Note: No action for creating a new user is available on the provided screens. Use this page to review or update an existing user record and then save the changes.

Workflow

1. Open **Users** from **Security > Users** and select the user record you need to maintain.
2. Review the user record before making changes. Use **Filter by user** or **Filter by field** where available to locate the required user information, and use **Selected items** to review the current selection.

Pams Shotec S.A.E. Security > Users > ragy.ali@shoteco.com

Login Email
ragy.ali@shoteco.com

Position
Pams

Responsible
Sales responsible > Finance responsible > Procurement responsible > PM responsible > Top management > Warehouse responsible > +

☒ Active

User Information

User Roles

Branches / Warehouse

Approval Limit

Title
Eng.

First Name
Ragy

Middle Name

Last Name
Ali

Display Name
Ragy Ali

Cloud Account
Projects.sales8@shoteco.com

Mobile
010123456789

Last Modification...

Last Modifications
The audit log provides you with a chronological sequence of actions performed by the users

Created On : By

Created On	By	Changes
29 Jul 2026 - 07:02 AM	Ragy Ali	1 Changes
29 Jul 2026 - 05:00 AM	Ragy Ali	1 Changes
23 Jul 2026 - 01:00 PM	Ragy Ali	1 Changes
23 Jul 2026 - 09:15 AM	Ragy Ali	1 Changes
20 May 2026 - 12:20 PM	Ragy Zaky	1 Changes
20 May 2026 - 12:18 PM	Ragy Zaky	1 Changes
01 Apr 2026 - 10:54 AM	Ragy Ali	1 Changes
01 Apr 2026 - 10:48 AM	Ragy Ali	1 Changes
28 Jul 2025 - 12:12 PM	Ragy Ali	2 Changes
14 Jul 2025 - 06:11 AM	Ragy Ali	1 Changes
13 Jul 2025 - 08:20 AM	Ragy Ali	1 Changes
02 Jul 2025 - 10:42 AM	Ragy Ali	1 Changes
15 Jun 2025 - 09:01 AM	Ragy Ali	2 Changes
15 Jun 2025 - 08:56 AM	Ragy Ali	1 Changes
15 Jun 2025 - 06:15 AM	Ragy Ali	1 Changes

users

- Decide whether the user's basic contact information requires revision. If it does, open the **User Information** tab and update **Enter Email** and **Enter Mobile** as required. If the information is already correct, leave the values unchanged and continue to the next tab.
- Decide whether the user's role information requires review. Open the **User Roles** tab to review the role information recorded for the user. Continue only after confirming that the displayed role information is appropriate for the user's work.
- Decide whether the user requires a different operational assignment. Open the **Branches / Warehouse** tab and review **selectedBranch** and **selectedWarehouse**. Update the selections when the user's branch or warehouse responsibility has changed.
- Decide whether the user's approval information requires review. Open the **Approval Limit** tab and verify the approval-limit information shown for the user. Do not assume that approval information is changed by saving; review the displayed value before completing the record.

7. Save the completed record:

- Select **Save** to retain the changes and continue working on the user record.
- Select **Save and Close** to retain the changes and close the record.
- Select **Ok** only when it is presented to confirm an on-screen message or prompt.

Warning: Use **Save** or **Save and Close** after making changes. Moving to another tab does not, by itself, confirm that updates have been retained.

8. Where supporting evidence is required, select **Attach** and add the relevant file through **files[]**. Use **logHistory** to review available history information, or select **icn icn-update** when you need to refresh the displayed information.

User Information

The **User Information** tab contains the user's direct contact information. Enter or review **Enter Email** for the email address and **Enter Mobile** for the mobile number associated with the user record.

Use this tab when an employee's contact details change or when you need to verify that the details recorded for operational communication are current. The available controls do not identify a separate action that moves a user into or out of this tab; use **Save** or **Save and Close** after updating the information.

User Roles

Pams Shotec S.A.E. Security > Users > ragy.ali@shoteco.com Save Save and Close X

Login Email
ragy.ali@shoteco.com

Position
Pams

Responsible
 Sales responsible Finance responsible Procurement responsible PM responsible Top management Warehouse responsible +
 Active

User Information
 User Roles
 Branches / Warehouse
 Approval Limit

User Roles

☐ SuperAdmin	☒ Sales Manager	☐ Team Leader	☐ Sales Engineer	☐ Shotec Secretary	☐ Purchasing Manager
☐ ShotecFinanceManager	☐ Section Head	☐ Admin	☐ Service Admin	☐ Principal Netzsich	☐ Principal Lewa
☐ Project Manager	☒ Owners	☐ Warehouse Keeper	☐ Accountant	☐ Assistant Sales Manager	☐ MrmBooking
☐ MrmSales	☐ Mazen_Almaddah	☐ Shorosh Test	☐ Junior Sales Engineer		

Last Modifications
 The audit log provides you with a chronological sequence of actions performed by the users

Created On :- By

	Filter by user	Filter by field
+ 29 Jul 2026 - 07:02 AM	Ragy Ali	1 Changes
+ 29 Jul 2026 - 05:00 AM	Ragy Ali	1 Changes
+ 23 Jul 2026 - 01:00 PM	Ragy Ali	1 Changes
+ 23 Jul 2026 - 09:15 AM	Ragy Ali	1 Changes
+ 20 May 2026 - 12:20 PM	Ragy Zaky	1 Changes
+ 20 May 2026 - 12:18 PM	Ragy Zaky	1 Changes
+ 01 Apr 2026 - 10:54 AM	Ragy Ali	1 Changes
+ 01 Apr 2026 - 10:48 AM	Ragy Ali	1 Changes
+ 28 Jul 2025 - 12:12 PM	Ragy Ali	2 Changes
+ 14 Jul 2025 - 06:11 AM	Ragy Ali	1 Changes
+ 13 Jul 2025 - 08:20 AM	Ragy Ali	1 Changes
+ 02 Jul 2025 - 10:42 AM	Ragy Ali	1 Changes
+ 15 Jun 2025 - 09:01 AM	Ragy Ali	2 Changes
+ 15 Jun 2025 - 08:56 AM	Ragy Ali	1 Changes
+ 15 Jun 2025 - 06:15 AM	Ragy Ali	1 Changes

Tickets

users

The **User Roles** tab holds role-related information for the user. Review this tab when confirming the user's role information in relation to the business areas they work with, such as Sales, PM, Purchasing, Warehouse, or Finance.

The provided screen information does not identify a separate role-assignment action or a workflow transition for this tab. Review the displayed role information and save the user record if changes have been made elsewhere on the form.

Tip: Review role information together with the user's branch, warehouse, and approval information so that the record remains consistent with the user's current responsibilities.

Branches / Warehouse



No separate approval workflow action is listed on the available screens. Review the information shown on this tab and save the overall user record after completing any permitted updates.

A Purchasing officer needs to update the record for a buyer who has transferred from the Central branch warehouse operation to the North branch warehouse operation.

1. Open **Users** from **Security > Users** and locate the buyer's existing user record.
2. Open **User Information** and confirm that **Enter Email** contains the buyer's current company email address and that **Enter Mobile** contains the current mobile number.
3. Open **User Roles** and review the role information before changing operational assignments.
4. Open **Branches / Warehouse**. Update **selectedBranch** from the former branch selection to the North branch selection, then update **selectedWarehouse** to the warehouse used for the buyer's new assignment.
5. Open **Approval Limit** and review the buyer's approval-limit information. Keep it unchanged if no approved change is required.
6. If the transfer confirmation must be retained with the record, select **Attach** and add the supporting file through **files[]**.
7. Select **Save and Close** to retain the updated user record and return from the form.

Tips

Tip: Use **Filter by user** and **Filter by field** before editing so that you update the intended user record.

Note: Keep **Enter Email** and **Enter Mobile** current, particularly for users involved in sales jobs, buyouts, warehouse activity, purchasing, or approval-related work.

Warning: Review **selectedBranch**, **selectedWarehouse**, and **Approval Limit** together when a user's responsibilities change. These are separate areas of the user record.

Troubleshooting

Symptom	Likely cause	Fix
You cannot quickly locate the intended user record.	The current user list or selection is too broad.	Use Filter by user or Filter by field , then confirm the record before editing.
Changes are not visible after leaving the user form.	The record may not have been saved.	Reopen the user record, confirm the values, and select Save or Save and

Symptom	Likely cause	Fix
		Close.
The displayed information appears out of date.	The form may need to be refreshed.	Select icn icn-update and review the user record again.
A supporting document is not associated with the user record.	No file has been attached through the record.	Select Attach and add the required document using files[] .

Related pages

- [Getting Started with Security](#)
- [Trusted Login Devices : 61](#)
- [Security — Learning Path](#)
- [Security — Overview](#)
- [Principal Users](#)