

About this guide

This document brings together the main tasks you can do from the **Users** list in **Security**: create a new login, edit someone's details, change their password, review sessions, send the official flyer by email (administrators only), and deactivate an account. Each section has its own steps and pictures.

If a picture shows a **blue frame**, it is only to help you follow the guide; it is **not** part of the app. You can also open each topic as a separate short manual in the same folder tree if you prefer a smaller document.

BEFORE YOU START

- You need a role that can open **Security** and the **Users** tile—typically **Chief**, **Supervisor**, or **Administrator**. **Security** staff usually see the list in read-only mode and cannot edit, change passwords, or deactivate from here.
- The **Users** list should show at least one active person, unless you are documenting the empty state. For learning, use a **test user** whenever a step could change real data (edit, password, deactivate, email).
- Some menu labels follow your account language; a few confirmation dialogs may still appear in Spanish depending on your app version.

WHO CAN DO WHAT (SUMMARY)

This table is a quick reference. Your community may configure roles slightly differently.

Task	Chief / Supervisor	Administrator	Security
View user list	Yes	Yes	Yes (read-only)
Create user	Yes	Yes	No
Edit user	Yes	Yes	No
Change another user's password	Yes	Yes	No
Sessions and devices	Yes	Yes	Limited
Send flyer by email	No	Yes	No
Deactivate user	Yes	Yes	No

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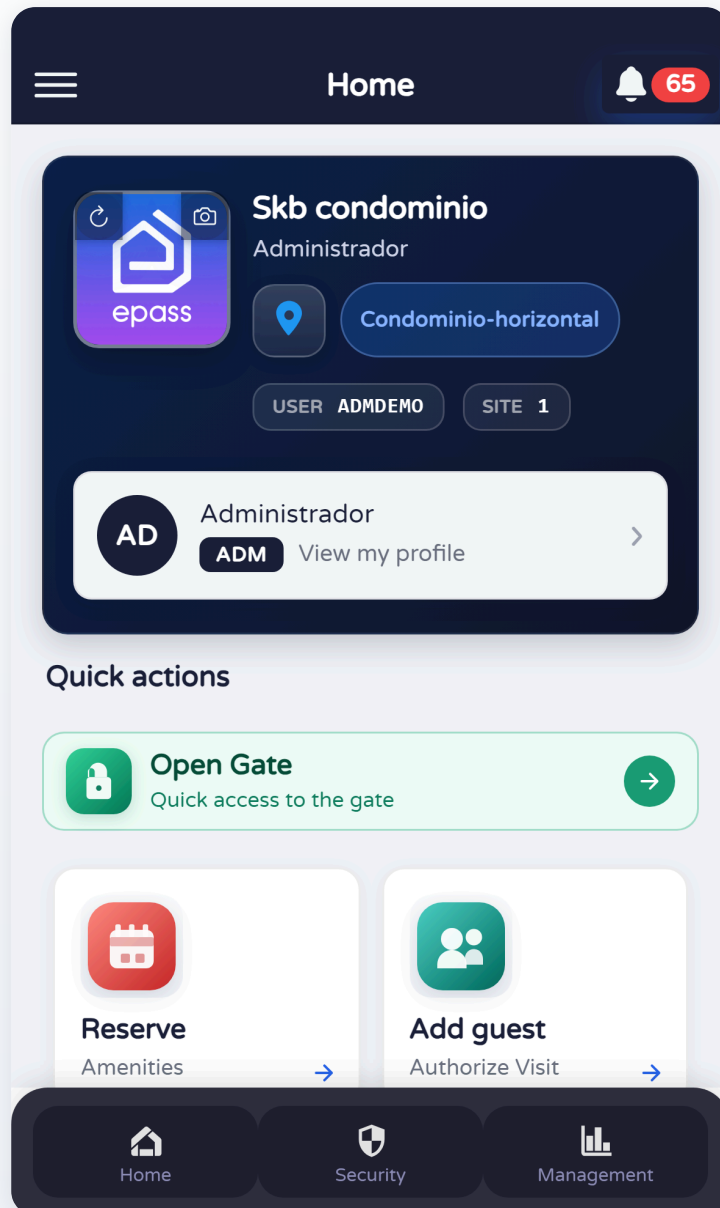
[6. Deactivate a user](#)

How to reach the Users list

Almost every task in this guide starts the same way. Once you are on the list, open a person's card to see the menu of actions.

STEP 1 Your profile

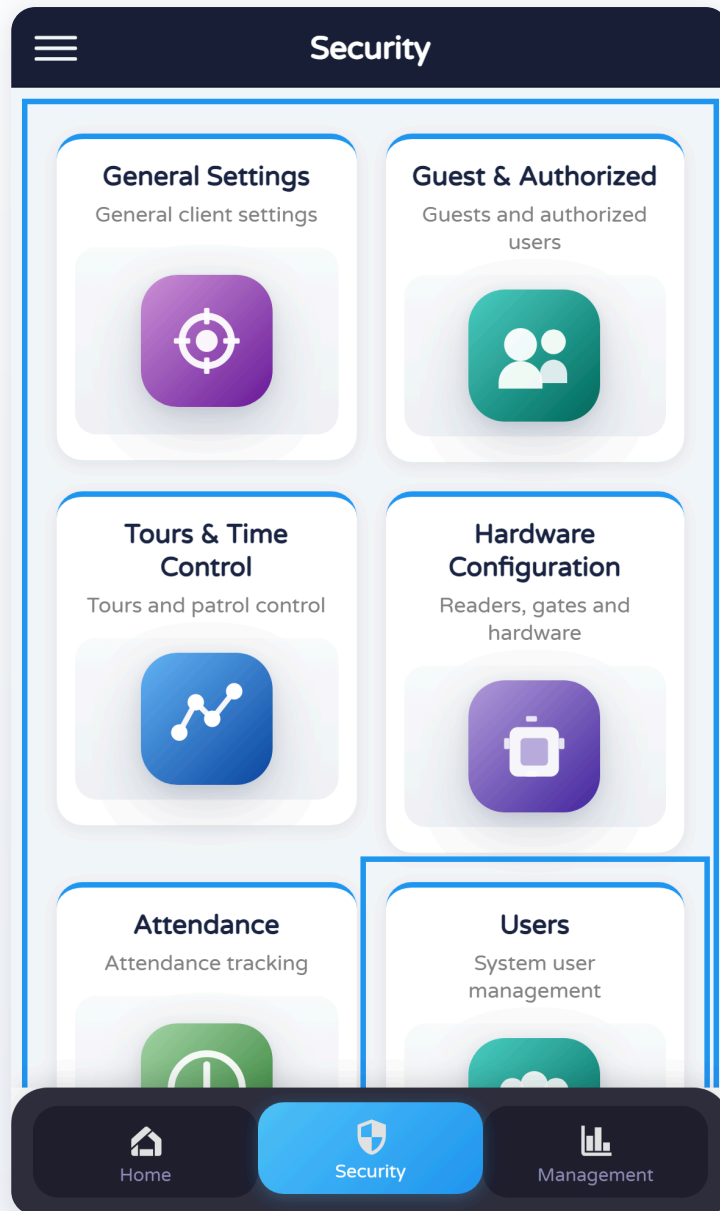
Open the **Profile** tab at the bottom. There you see your own summary and shortcuts. In the next step you will switch to **Security**.



Profile screen at the start

STEP 2 Security

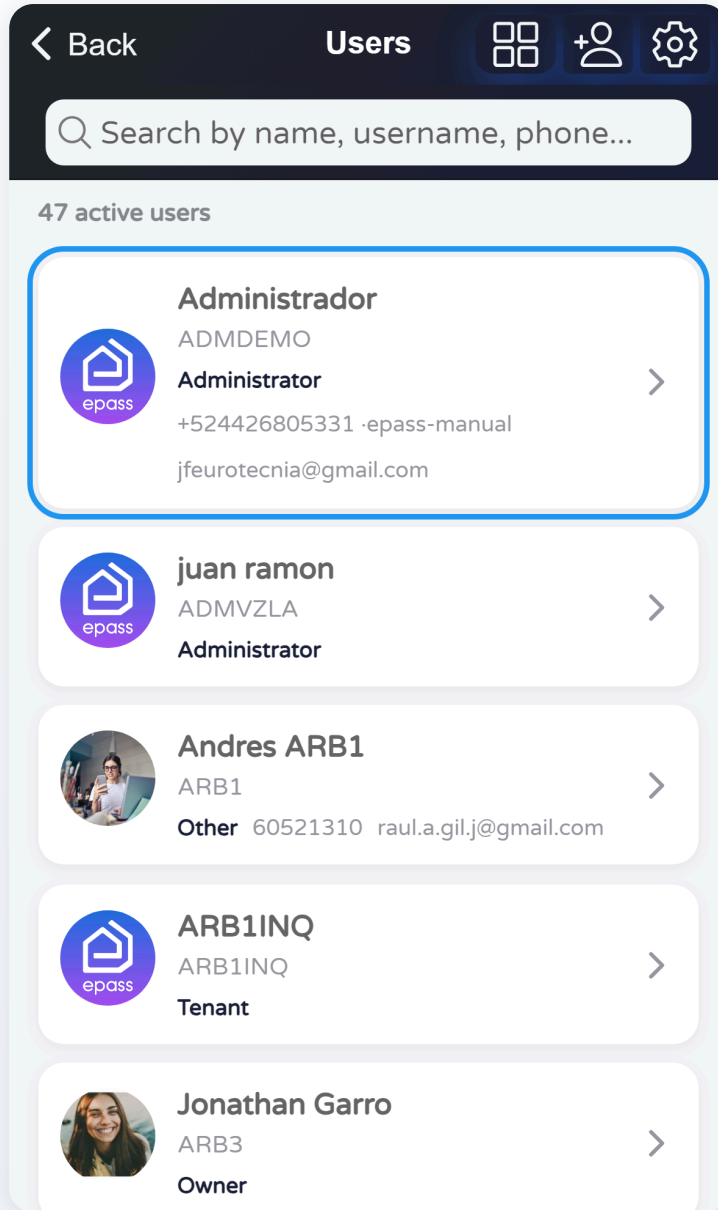
Tap **Security** in the bottom bar. You will see the Security screen with several large shortcuts (each one opens a different task). Find the one named **Users** (or the people icon with that label).



Security screen: the Users shortcut is marked in this picture

STEP 3 Users — choose who to edit

Tap **Users**. Wait until the list of people appears. Tap the **first card** in the list (the example uses the first row). A menu opens from the bottom: tap **Edit**. The app will ask if you really want to continue: tap **Edit** again. Then you will see that person's details on the next screen.



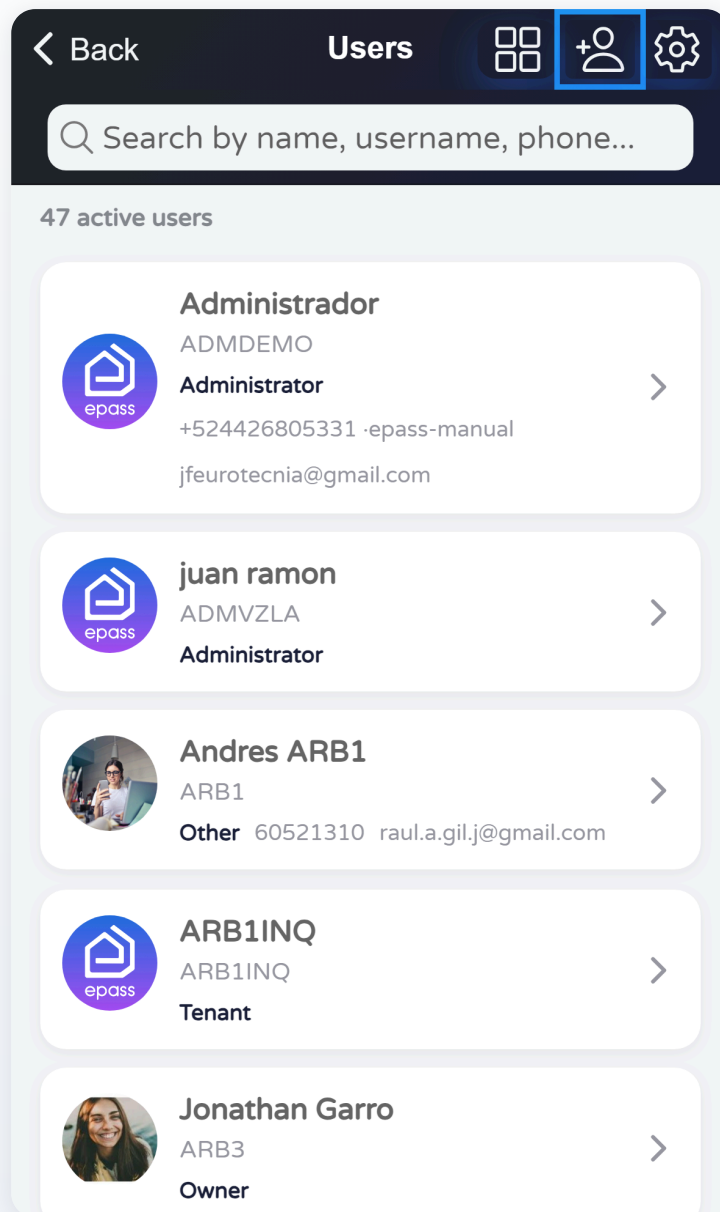
Users list: the first person is marked in this picture

1. Create a user

You will open **Profile** → **Security** → **Users**, tap the **add person** icon, confirm that you want to add someone, and type the new **username** before tapping **Create**.

CHAPTER 1 · STEP 1 Open the Users list and find Add user

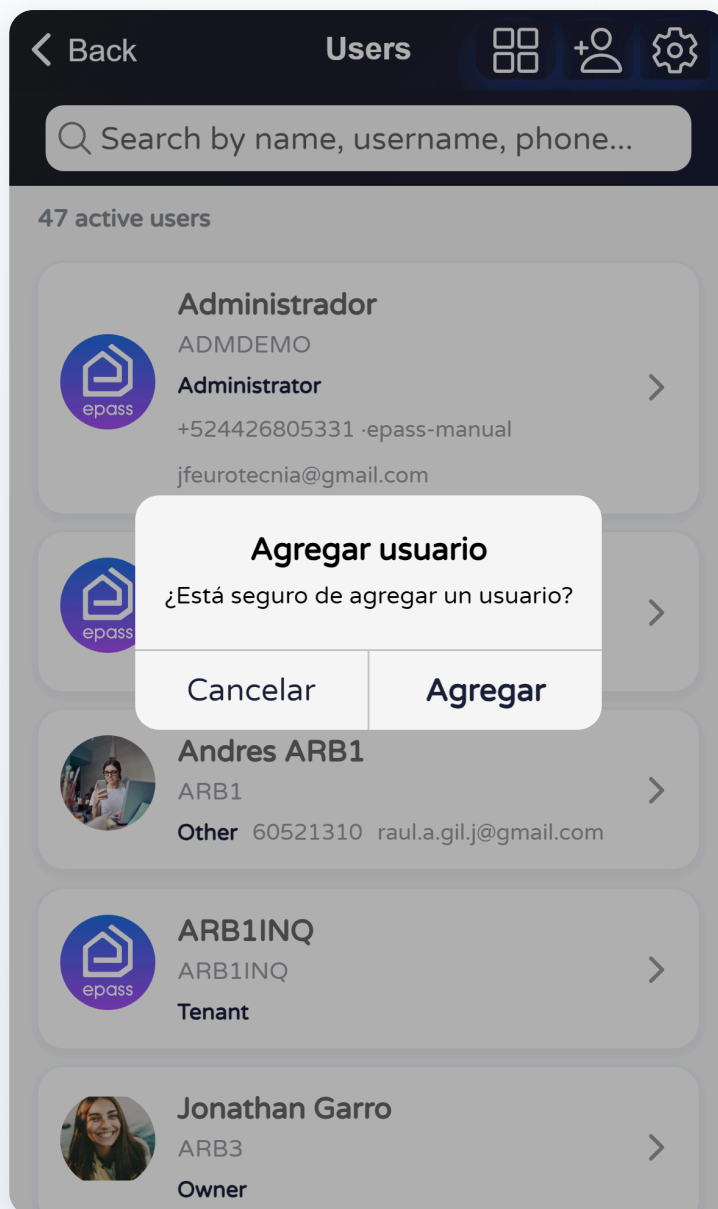
From **Profile**, go to the **Security** tab. Tap **Users**. When the list loads, look at the top bar on the right: the **add person** icon (outline of a person with a plus) starts the process.



The add-person control is marked in the top bar (example)

CHAPTER 1 · STEP 2 Confirm that you want to add a user

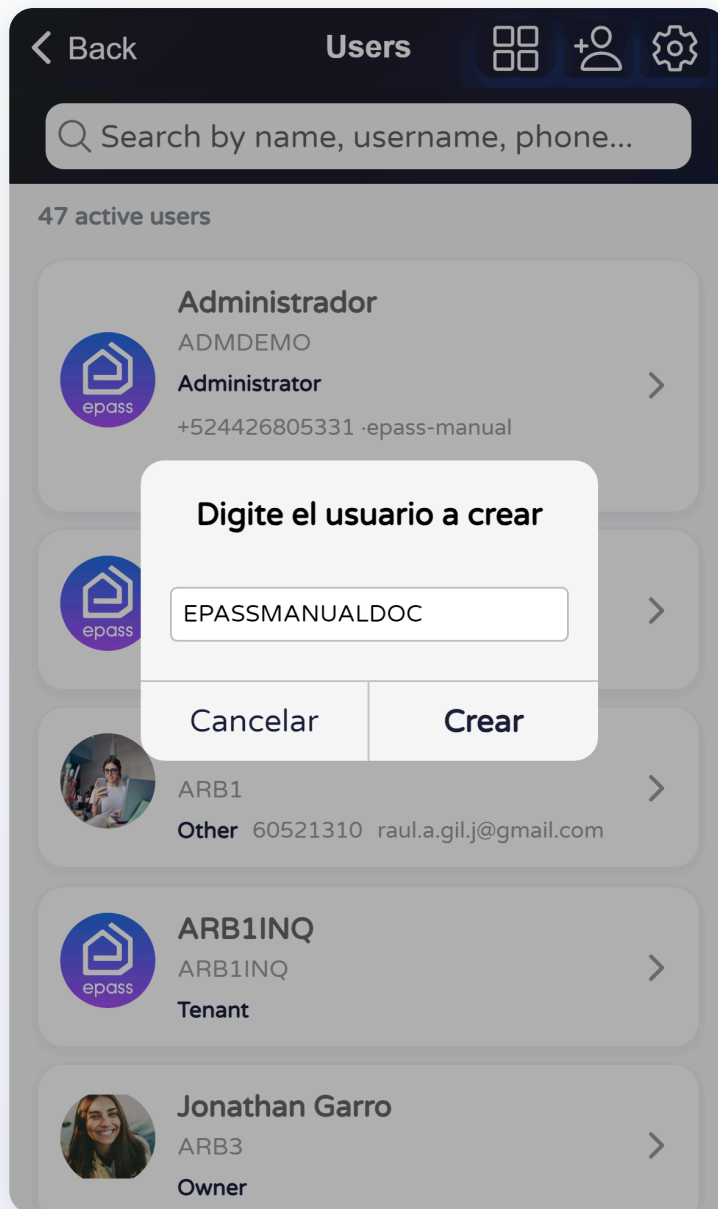
A message asks whether you are sure. Tap **Add** to continue to the username step, or **Cancel** to stop.



Example of the first confirmation

CHAPTER 1 · STEP 3 Enter the username

Type the new **username** (it is stored in uppercase). Tap **Create** only when the name is correct and not already used. Tap **Cancel** to close without creating anyone.



Example of the username field filled in for the guide

CHAPTER 1 · STEP 4 What happens after you tap Create

If the username is free, the app creates an **active** account with a short random initial password and a default role (usually resident). A success message appears. Change the user's password, or complete the **email** field so the person can recover the password from their email.

If the username already exists, the app shows an error and asks you to pick another name. You can then open that person in the list and use **Edit** to complete their profile.

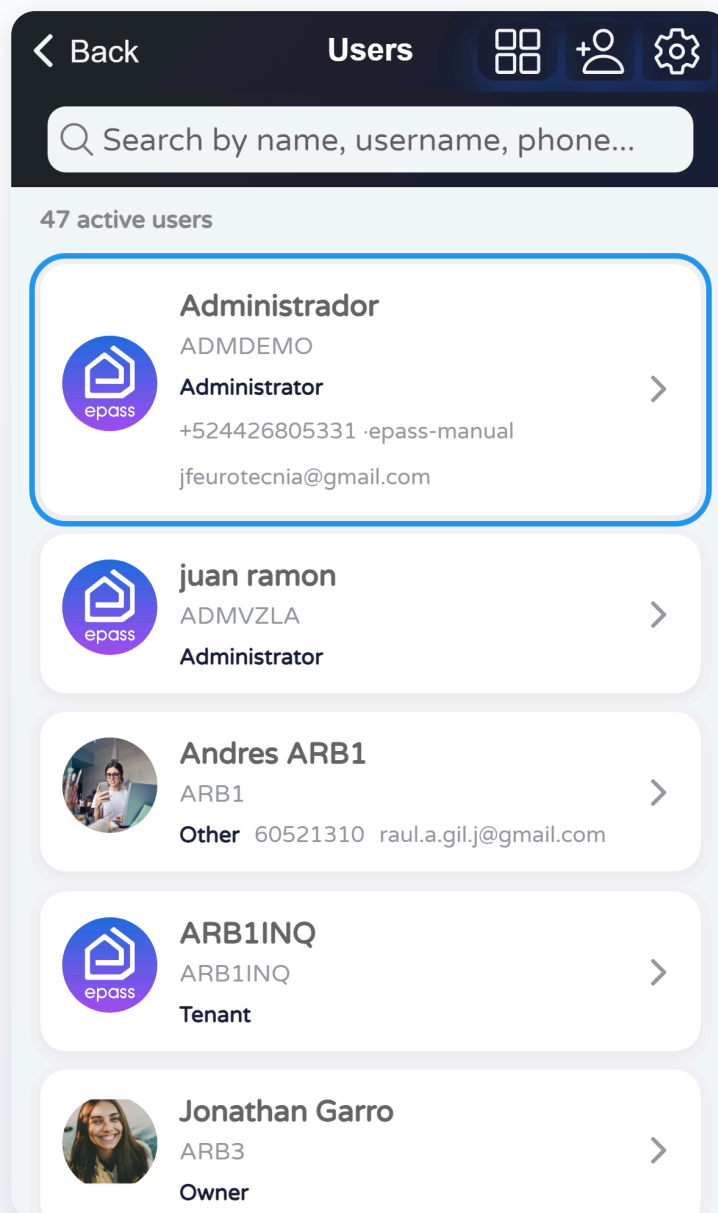
- The automated run fills an example username for the picture and then taps **Cancel**, so no new account is stored.

2. Edit a user

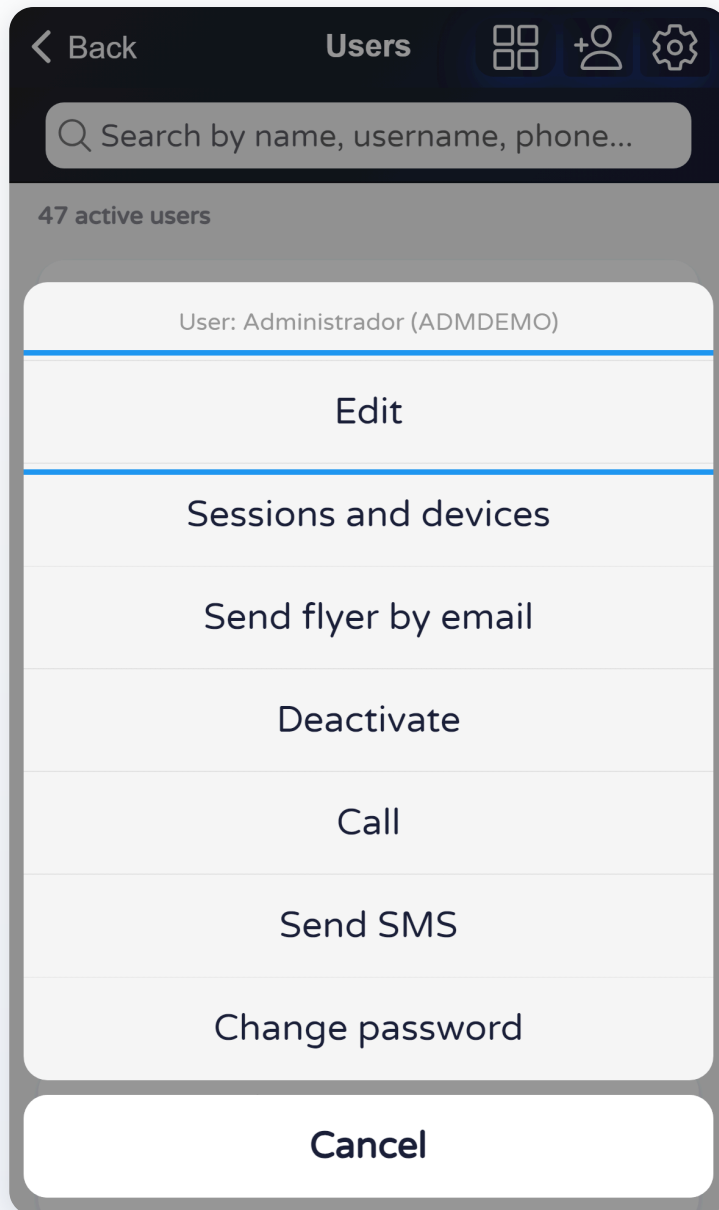
You will open **Profile**, then **Security**, then **Users**. You will choose someone, tap **Edit**, confirm when the app asks, change information (for example the **phone**), tap **Save**, and confirm again.

CHAPTER 2 · STEP 1 Users — choose who to edit

Tap **Users**. Wait until the list of people appears. Tap the **first card** in the list (the example uses the first row). A menu opens from the bottom: tap **Edit**. The app will ask if you really want to continue: tap **Edit** again. Then you will see that person's details on the next screen.



Users list: the first person is marked in this picture



Menu after tapping a person: Edit is marked in this picture

CHAPTER 2 · STEP 2 Change details and save

You are now on the screen where you can change that person's data. Change what you need (this guide shows the **phone** as an example). When you are done, tap the round **Save** button at the bottom right (disk icon). The app will ask you to confirm: tap **Confirm** (or the equivalent word in your language) to apply the changes.

The screenshot shows a mobile application interface for editing a user profile. At the top, there is a dark blue header with a back arrow and the text 'Perfil de usuario'. Below the header, the name 'ADMDEMO' is centered. The main content area is a white rounded rectangle with a blue border. It contains several fields, each with an icon on the left and a text input field on the right. The fields are: 'Administrador' (person icon), 'jfeurotecnica@gmail.com' (envelope icon), '+524426805331 ·epass-manual' (phone icon), '12728494' (credit card icon), 'Nissan 867055' (car icon), 'Identificación estado cuenta' (key icon), and '0' (calculator icon). Below these fields is a 'Clasificación' section with the text 'Torre B-Piso 1' and a dropdown arrow. At the bottom, there are four rows, each with a key icon, a label, and a toggle switch: 'Administrador' (toggle is on), 'Otros' (toggle is off), 'Seguridad' (toggle is off), and 'Propietario' (toggle is off). A dark blue circular button with a white disk icon is positioned at the bottom right of the form.

Example: the phone field after typing the new value

< Back

Perfil de usuario

ADMDEMO



Administrador



jfeurotecnica@gmail.com



+524426805331 ·epass-manual



12728494



Nissan 867055



Identificación estado cuenta



0

Clasificación

Torre B-Piso 1



Administrador



Otros



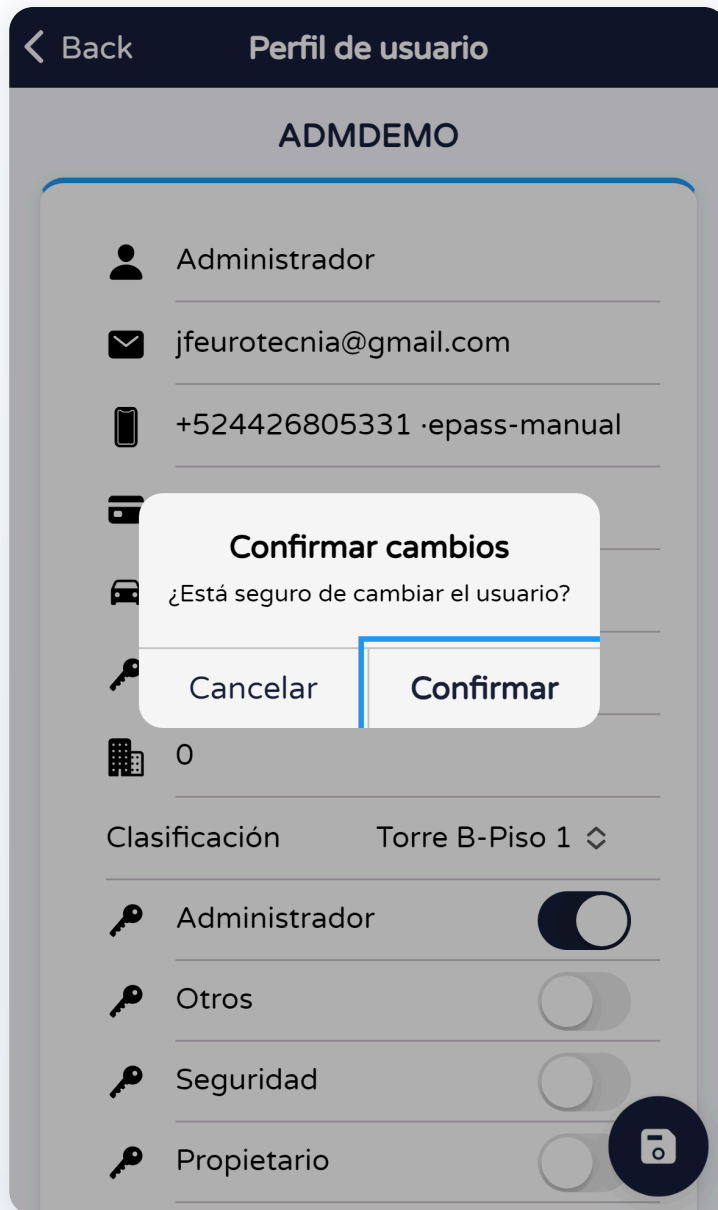
Seguridad



Propietario



The Save button at the bottom right is marked in this picture



Confirmation message: the button to apply changes is marked here

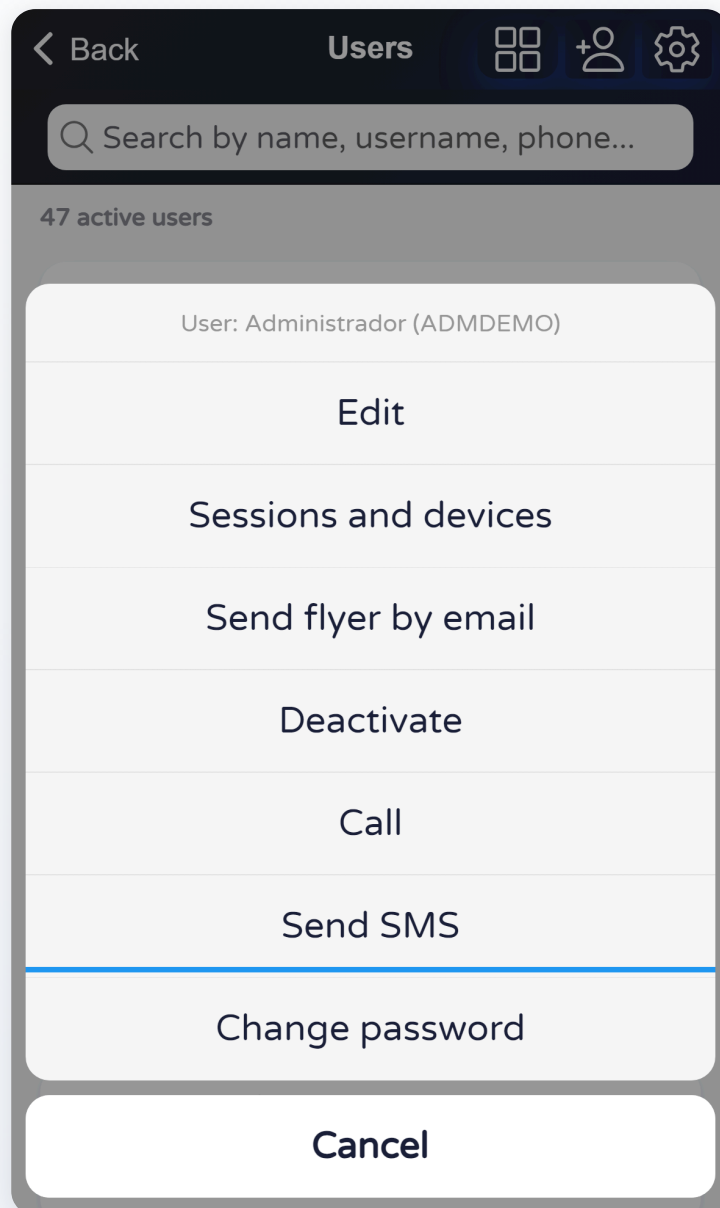
- Until you tap **Save** and confirm, you can usually go **back** with the arrow at the top left and nothing will be stored. After saving, the list in **Users** will show the updated information when you open it again.

3. Change a user's password

You will open **Profile** → **Security** → **Users**, open one person's menu, tap **Change password**, answer the first confirmation, then enter the new password twice in the next dialog.

CHAPTER 3 · STEP 1 Open the menu and find Change password

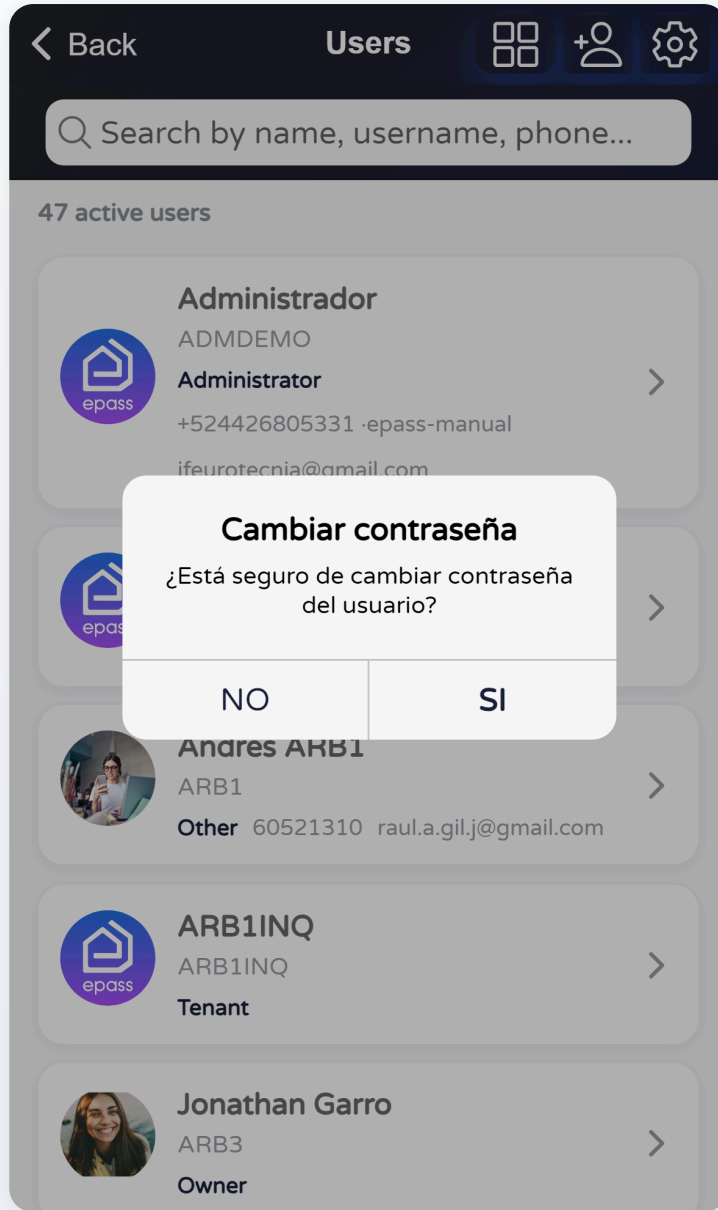
Tap the person's card. A menu opens from the bottom. **Change password** starts the process for that account (next steps).



Change password is marked in the menu (example)

CHAPTER 3 · STEP 2 Confirm that you want to change this user's password

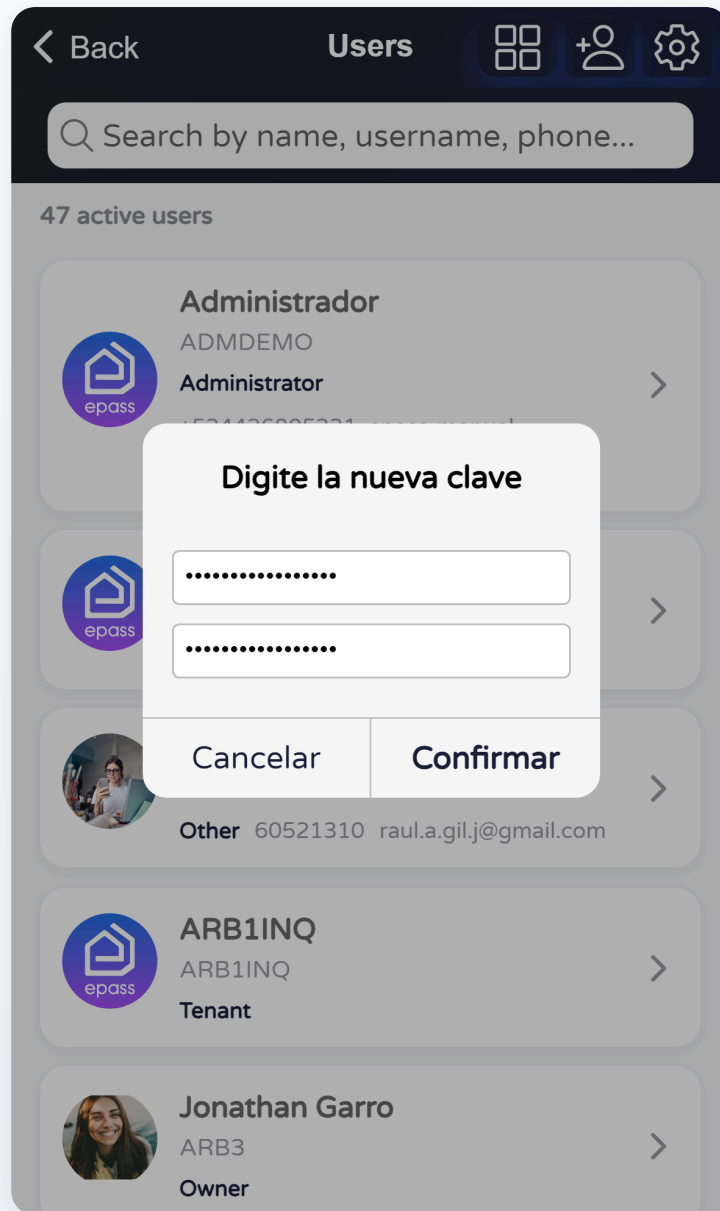
A message asks whether you are sure. Tap **YES** to continue to the password fields, or **NO** to stop. In some app languages the menu may be translated but these dialogs can still appear in Spanish.



Example of the first confirmation

CHAPTER 3 · STEP 3 Enter the new password twice

Type the **new password** in the first field and **repeat it** in the second. Tap **Confirm** only when both match and you are sure. The app then saves the change and may show a short success notice. Tap **Cancel** to close without saving.



Example of the password fields in the dialog

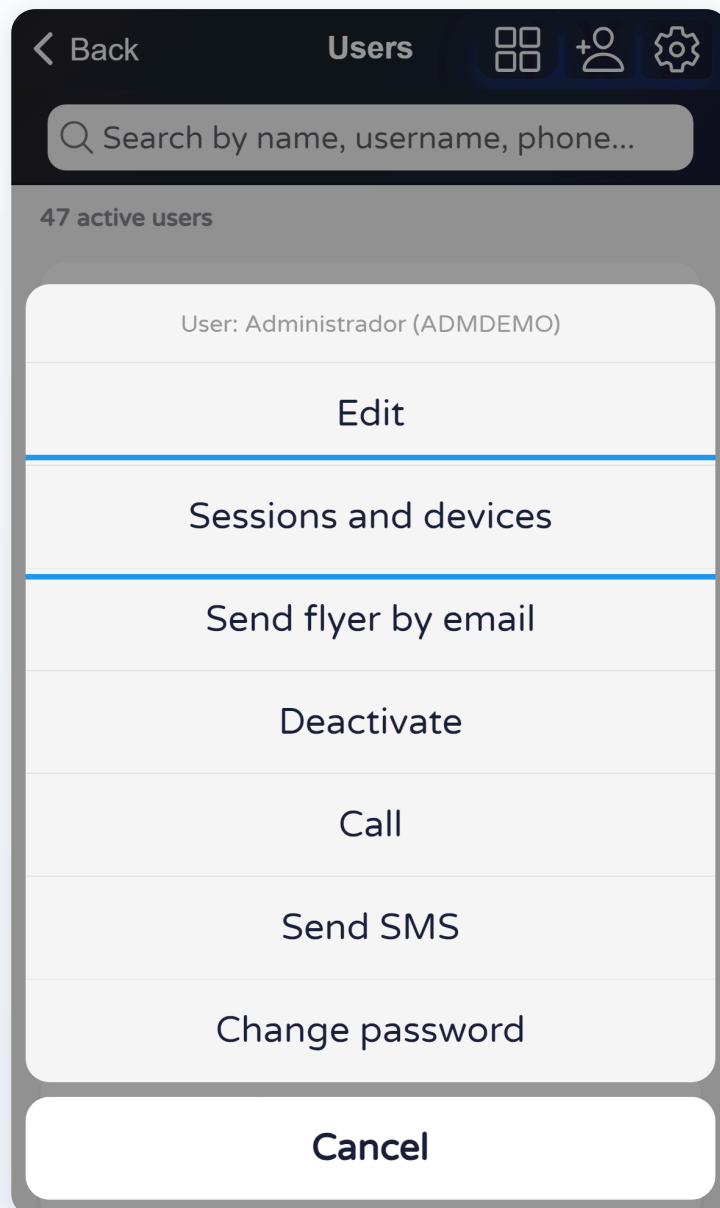
- The automated run fills example text in the fields for the picture, then taps **Cancel** so no real password is stored.

4. Sessions and devices

You will open **Profile** → **Security** → **Users**, open one person's menu, tap **Sessions and devices**, and see how the session list looks.

CHAPTER 4 · STEP 1 Open the menu and find Sessions and devices

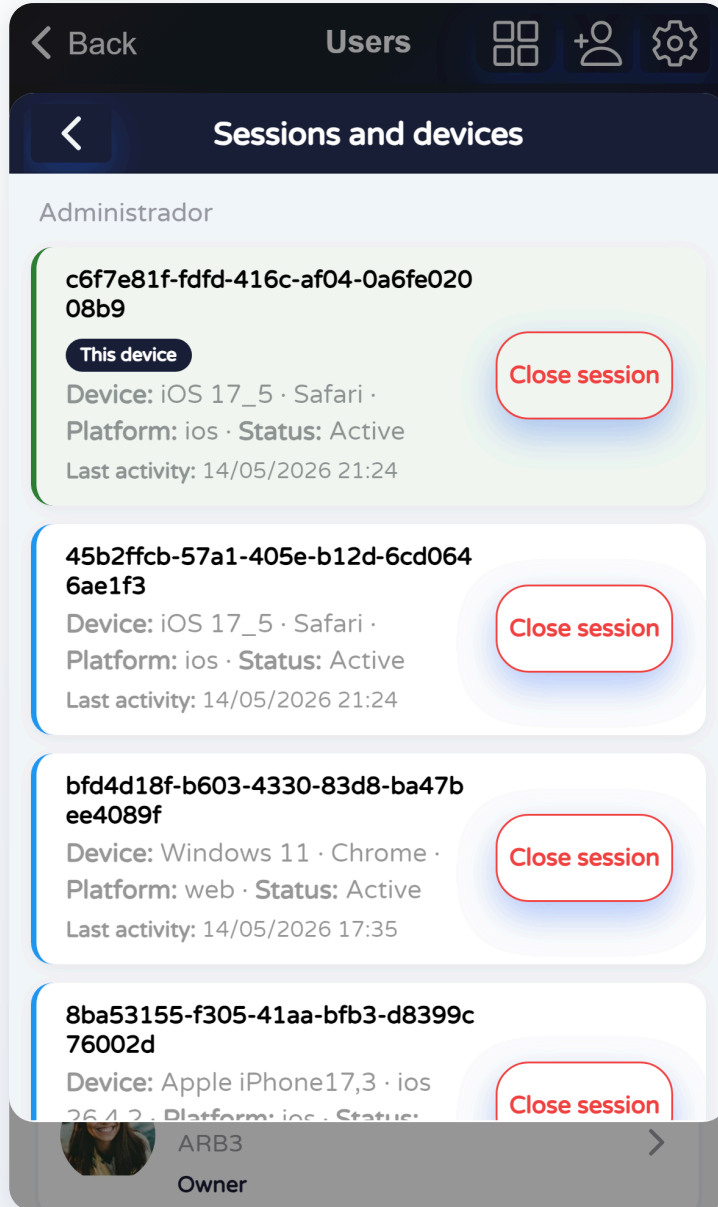
Tap the person's card. A sheet opens with several actions. The option **Sessions and devices** is the one that opens the session list for that account (next step).



Sessions and devices is marked in the menu (example)

CHAPTER 4 · STEP 2 What happens when you tap Sessions and devices

A window opens with the title **Sessions and devices** and the person's name. Each line is one place where they signed in: device name, type of phone or computer, state, and last activity. If a line is marked as **This device**, that is the phone or computer you are using now. On a line for another device you may use **Close session** to sign that person out there—they will need to sign in again. Read any confirmation message carefully before confirming.



Example of the list after it finishes loading

CHAPTER 4 · STEP 3 About “Close all”

When you open sessions from the **Users** list for **another person**, the app usually **does not** show a **Close all** button in the top bar. That is normal for this screen.

Where the app does offer **Close all** (for example under **My sessions** for your own account), it ends every active session on every device at once. You will need to sign in again on each device. Use it only when you are sure—for example if you lost a device or suspect someone else used your password.

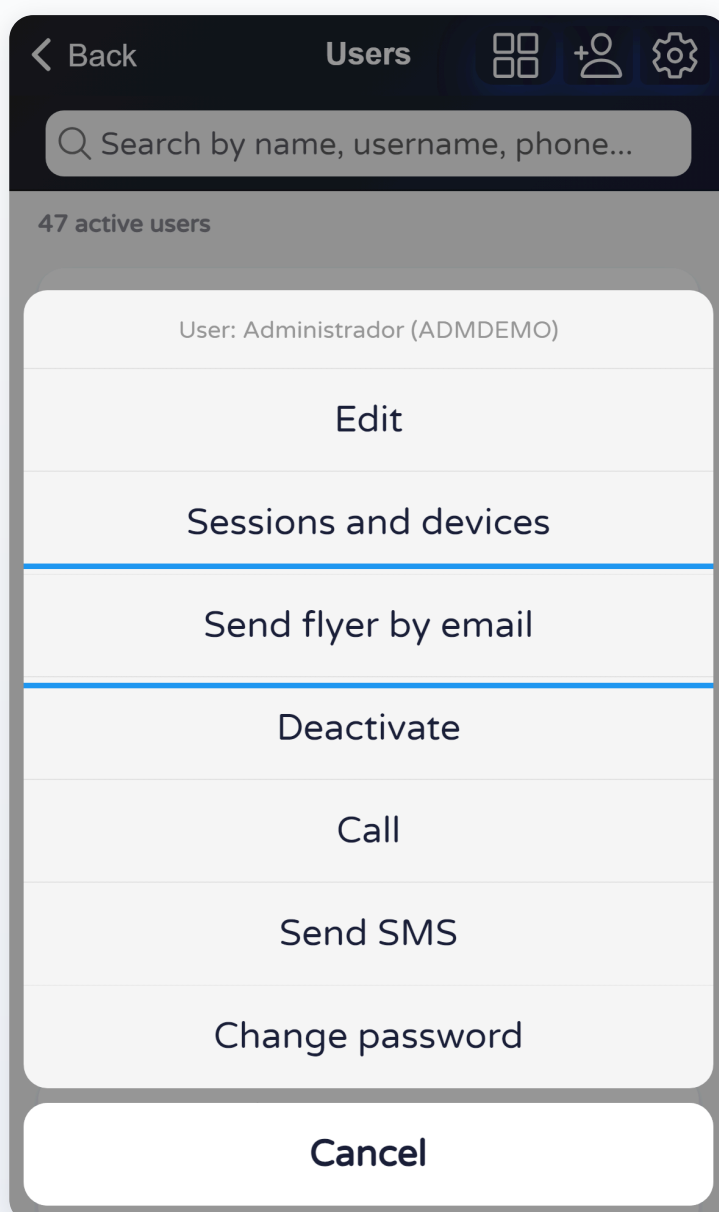
- The automated run opens the window only to take the picture, then closes it with the **back** control. It does not tap **Close session**.

5. Send flyer by email

You will open **Profile** → **Security** → **Users**, open one person's menu, and locate **Send flyer by email**. The annex at the end shows the HTML used in the message body.

CHAPTER 5 · STEP 1 Open the menu and find Send flyer by email

Tap the person's card. A menu opens from the bottom with several actions. Choose **Send flyer by email** only when you really want to send it: the app will queue the message to the address on file. The pictures for this guide stop before sending: use **Cancel** to close the menu without sending.



Send flyer by email is marked in the menu (example)

CHAPTER 5 · STEP 2 What the recipient receives

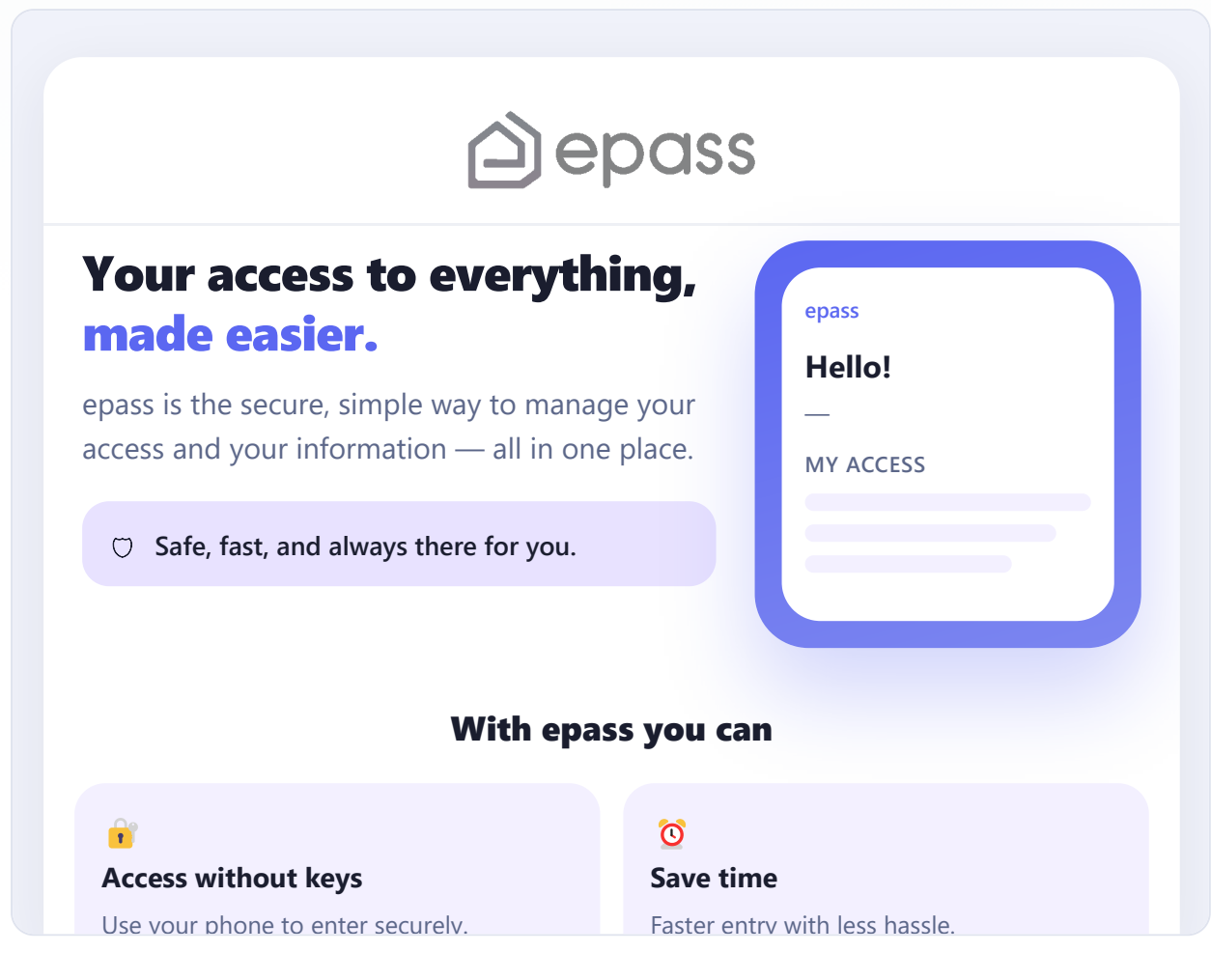
The email has a fixed subject and a **body in HTML**: the same flyer you can open in the app (official links and store buttons), plus a short notice at the end about the epass community and password recovery. If the flyer file cannot be loaded, the app sends a shorter body with a link to open the flyer in the browser instead.

ANNEX — HTML USED IN THE EMAIL BODY

The files below match what the app tries to put in the message (same flyer as in the app, plus the closing notice). You can open them in a new tab or save them for your records.

The live app may adjust small details over time; if something does not match what you see in your inbox, trust the message you actually received.

[Open or download this HTML file](#) (folleto-correo-cuerpo-en.html)



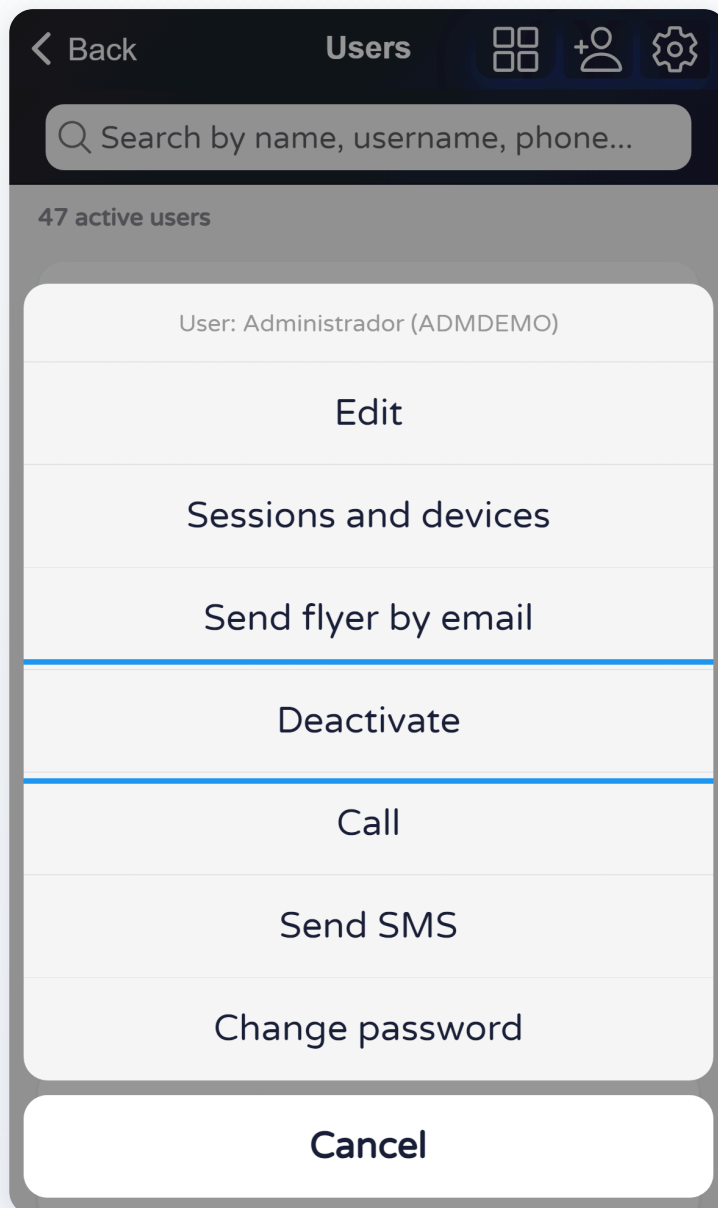
- Only administrators see **Send flyer by email** here. The language of the flyer follows the person's profile language when the app can read it.

6. Deactivate a user

You will open **Profile** → **Security** → **Users**, open one person's menu, tap **Deactivate**, and read the confirmation before deciding.

CHAPTER 6 · STEP 1 Open the menu and find Deactivate

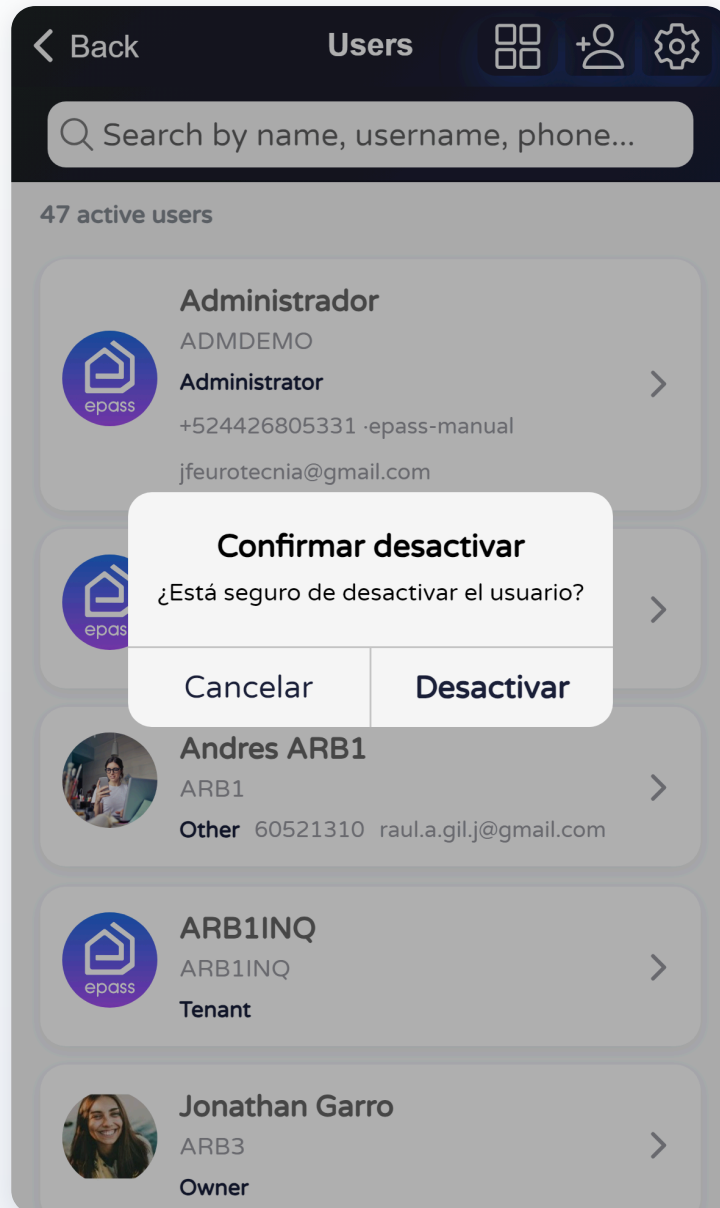
Tap the person's card. A menu opens from the bottom with several actions. **Deactivate** is the one that starts the process (next step). Do not use it unless you really want that person to stop being active in the list.



Deactivate is marked in the menu (example)

CHAPTER 6 · STEP 2 Read the confirmation

A message asks whether you are sure. If you tap **Deactivate** (or the equivalent confirm button), the person becomes inactive and **disappears from this list**. The app may then show a short success notice. If you changed your mind, tap **Cancel**. In some app languages the menu may be translated but this confirmation can still appear in Spanish.



Example of the confirmation before deactivating

- The automated run takes the picture of the confirmation and then taps **Cancel**. It never confirms deactivation.

Thank you for using EPASS

Complete help for administrators managing users.

[Administrator guide](#) · [Users](#) · EPASS · 2026