Users

- Users
- User editor

Users

The **Users** section of the dashboard (*Dashboard → Users*) lists all users configured in your account. From this page, you can search for users, open the user editor, create new users, and delete users that are not currently associated with devices.

Search

At the top of the page there is a search field with the label **Search** and the placeholder **Name, username or email**. The list updates automatically after you stop typing.

Users table

Users are displayed in a sortable, paginated table. Clicking a row opens the user editor.

Columns

- **Name**: user first and last name. The table is sorted by name by default.
- **Email**: user email address.
- **Username**: username (often a directory username).
- **Devices**: number of devices currently associated with the user, disenrolled devices excluded. It includes Apple devices assigned to the user that haven't enrolled yet.
- **Last device activity**: the most recent status report sent by any of the user's devices. It is empty when the user has no devices. Sort by this column to find inactive users.
- **WiFi certificate**: name of the Wi-Fi certificate assigned to the user, with an icon. It is empty when the user has no certificate.
- **Id**: internal user identifier.

Refresh and pagination

- The refresh action reloads the list.
- The table is paginated (10/25/50 items per page).

User actions

Create new user

Use **Create new user** to open the user creation dialog. This action is disabled when your license is expired.

Sync from Google Workspace

If Google Workspace directory sync is available for your account, the page shows **Sync from Google Workspace**. When you start a sync, a progress indicator is shown while the request is running.

Delete a user

You can delete a user only when the user is not associated with any device (the **Devices** column must be 0). The delete action is disabled when your license is expired or terminated.

Multi-row selection and bulk deletion

From the action bar below the table you can enable multi-row selection. In this mode you can select multiple users and delete them in bulk.

- **Eligibility**: only users with **Devices** = 0 can be selected for deletion.
- **Select all**: the **All** checkbox selects all eligible rows on the current page.
- **Bulk delete**: **Delete selected users** is disabled when no rows are selected, or when your license is expired or terminated.

Wi-Fi certificates and EAP

The **WiFi certificate** column shows the name of the certificate currently assigned to a user. User certificates are typically used for Wi-Fi EAP (for example EAP-TLS) configurations. For certificate assignment and management, see **Certificate management**.

User editor

The user editor is available from *Dashboard* → *Users* by clicking a user row. It lets you edit user details, configure per-user Wi-Fi EAP credentials, and view the user’s associated devices.

User details

The top section contains the user’s main fields. Some fields are required and the editor shows validation errors when they are missing or invalid.

- **Id**: read-only identifier.
- **First name**: required.
- **Last name**: required.
- **Username**: required.
- **Email**: required and must be a valid email address.
- **Telephone number**: optional.
- **Google account**: optional and must be a valid email address when provided.
- **Apps and Books** (read-only, shown under the **Managed Apple Account** field once the user has enrolled a personal iPhone or iPad with User Enrollment): the status of the Apps and Books user that Cerberus created for the Managed Apple Account to assign app licenses to the user's personal devices: *associated*, *registered, waiting for Apple*, *being created*, *failed* or *retired*. A user that stays registered can still receive licenses; *failed* usually means that the account isn't in the same Apple Business organization as the Apps and Books token.

Google Authentication Default Policy

In Google Workspace environments with Google Authentication enabled, the editor can show **Google Authentication Default Policy**. This is the policy applied to devices enrolled using Google Authentication by this user.

- **Change policy**: opens the policy selection dialog.
- **Open policy**: opens the selected policy in the policy editor (when a policy is set).

- After selecting a new default policy, you must save the user to apply the change. The editor shows a notification reminding you to save.

Wi-Fi EAP credentials

The **WiFi EAP credentials** section is used to configure per-user credentials that are automatically installed on the user's devices when their assigned policy contains a Wi-Fi EAP configuration that requires them. The Wi-Fi EAP configuration is part of the Android policy network configuration.

Client certificate

You can optionally assign a client certificate to a user. When a certificate is assigned, it is shown in the **Client certificate** field and a menu provides actions. When no certificate is assigned, the field shows **No certificate assigned** and you can assign one.

- **Assign certificate**: opens the certificate selection dialog.
- **Open certificate**: opens the certificate editor.
- **Change certificate**: selects a different client certificate.
- **Disassociate certificate**: removes the certificate from the user. The system also removes the certificate from all devices associated with this user.

For certificate import and management, see **Certificate management**.

Identity, anonymous identity, and password

- **Identity**: identity of the user. For tunneling outer protocols (PEAP, EAP-TTLS) this is used inside the tunnel.
- **Anonymous identity**: used for tunneling outer protocols as the identity presented outside the tunnel. When not specified, it defaults to an empty string.
- **Password**: the user password for EAP methods that require it. If not specified, the device can prompt the user. A show/hide action toggles password visibility.

Associated devices

The **Associated devices** section shows the list of devices currently linked to the user. If the user has one or more associated devices, the user cannot be deleted.

Save and delete

- **Save user**: enabled only when the form is valid, there are pending changes, and the license is active. A progress indicator is shown while saving.
- **Delete user**: disabled when the user is associated with devices or when the license is expired/terminated. When deletion is allowed, a confirmation dialog is shown. If the user is assigned to enrollment tokens, the dialog warns that devices enrolled with those tokens will no longer be assigned to a user. Deleting the user also releases the app licenses of its Apps and Books user and retires it at Apple.

Unsaved changes warning

If you have unsaved changes and try to leave the page, the dashboard asks whether you want to discard the changes.