ADD/REMOVE RAPIDS USER

Objective:
This guide outlines the steps to add a new user to a company that has already been set up in the Rapids system and the process to remove users. To acquire a User ID, please follow the instructions below.

<u>Adding New Users</u>

Step 1: Gather Required Information

Before submitting the request, ensure you have the following information about the new user:

- **Name**
- **Title**
- **Company Email Address**
- **Office Number**
- **Cell Phone Number**
- **Role**

Step 2: Submit the Request

The **Security Administrator** of your company should send an email with the gathered information to the company's assigned **Marketing and Customer Representative** and/or directly to **krsched@kernrivergas.com**.

Email Format:

Subject: New User Request for Rapids System

Body:
Please add the following new user to the Rapids system:

- **Name**
- **Title**
- **Email Address**
- **Office Number**
- **Cell Phone Number**
- **Role:** [Specific permissions in Rapids they would need]

Step 3: Await Confirmation and Assistance

After submitting the email, you will receive a response from a **Marketing and Customer Representative**. He or she will assist with the request and confirm when the user ID has been created. If the request is time sensitive, please call the Marketing and Customer Services Hotline at 801-937-6111.

Removing Users

Access Revocation Procedure

If an individual user needs to be removed from the company, the **Security Administrator** must notify Kern River to initiate access revocation. This can be done by:

- Sending an email to your **Marketing and Customer Representative**, and/or
- Emailing directly to **krsched@kernrivergas.com**

The notification should include the name of the individual whose access needs to be revoked. If the request is time sensitive, please call the Marketing and Customer Services Hotline at 801-937-6111.