foxit ADMIN CONSOLE

ADMINISTRATOR GUIDE

Foxit Admin Console

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About Foxit® Admin Console™ Administrator Guide

This guide covers features and functions of Foxit Admin Console Cloud that are only available to administrators.

Foxit Admin Console Overview

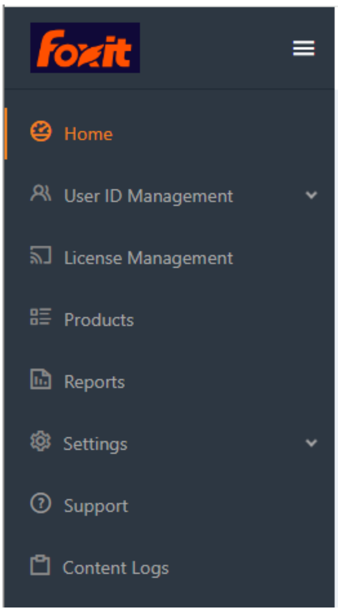
Foxit Admin Console is a Cloud-based portal that serves as a central location for administrators to manage Foxit products/services and entitled users across their entire organizations. After setting up and activating Admin Console based on the organization environment, the administrator can open the URL of Foxit Admin Console to get started. The Admin Console allows administrators to do the following:

- View the summary of the licenses and products
- Configure the license keys
- Assign license keys to users
- Manage Foxit products
- View the detailed reports on the uses and statistics of Foxit products
- Customize enterprise brand information
- View the administrator's action logs

Set up and activate

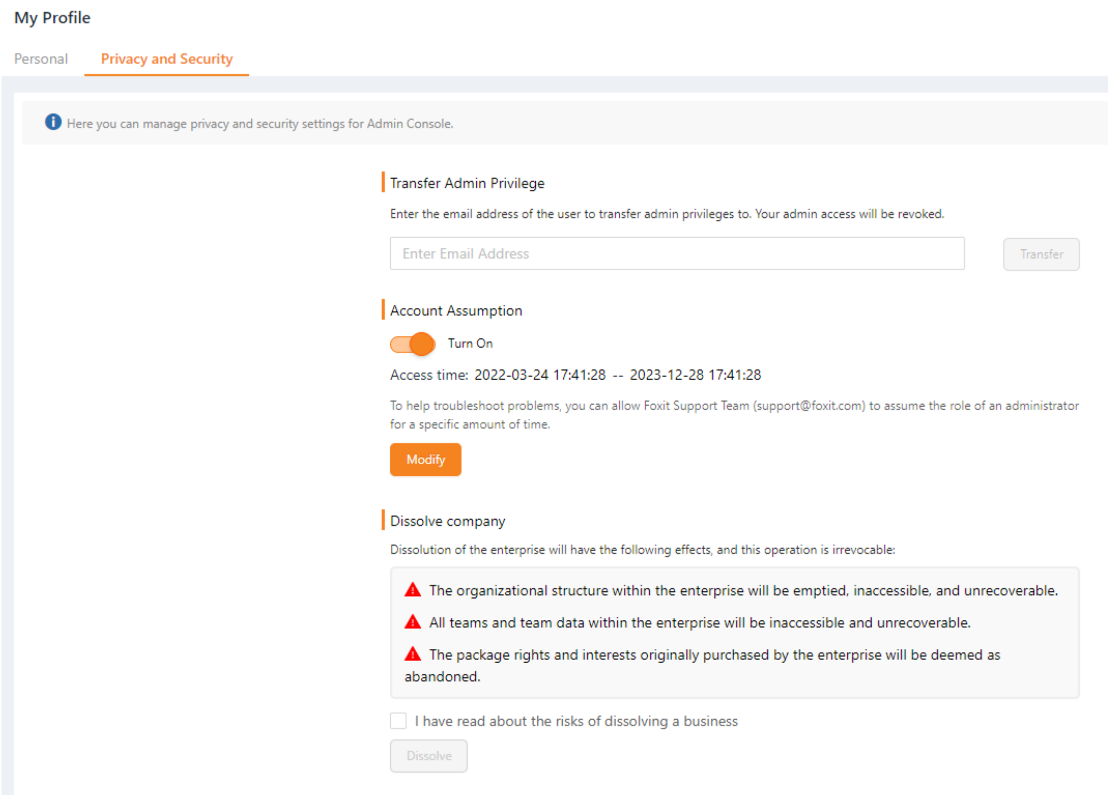
Foxit Admin Console Cloud is hosted by Foxit and is ready to use after the enterprise receives our email that contains the Admin Console URL and other configured information. Before getting started, you (the super admin) need to activate the Admin Console by doing the following:

1. Open your web browser and visit the Admin Console URL. The URL has been provided in the email from Foxit after you purchased Foxit Admin Console.
2. The activation requires an internet connection. To activate, log in to the account you purchase Foxit Admin Console with.
3. After successful activation, click **Get Started**. Then a wizard (a small green message box with on-screen instructions) for some items in Admin Console prompts to help you get started. There are a series of items in the left part of the Admin Console window, including **Home**, **User ID Management**, **License Management**, **Products**, and more. Select an item or a sub item to open the associated page on the right side and do the settings as needed.



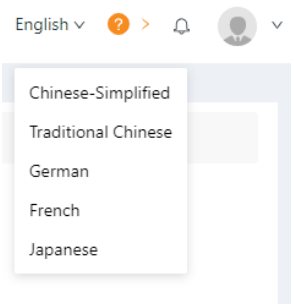
4. (Optional) When you move the cursor over the administrator avatar in the top-right corner of the Admin Console window, your account information (the email address or user name, and the admin role) appears as well as a drop-down menu. Click the **Log Out** command in the menu to log out of Foxit Admin Console. Click **My Profile** to view and manage account information and contact details in the **Personal** tab, and perform more advanced operations in the **Privacy and Security** tab which is only available to the super admin.
   In the **Personal** tab:
   - Personal Info/Enterprise Info – Display personal details like name and email, along with the enterprise information.
   - Bill contact/Technical contact – Modify the contacts that were specified during the purchase of our products as needed.
   - Client support contact – Designate a user to offer support for client access issues; contact information will appear on some client prompts.

   In the **Privacy and Security** tab (available only to the super admin):



- **Transfer Admin Privilege** – As the super administrator, you can transfer your administrative privileges to another user. Under the **Transfer Admin Privilege** section, enter the email address or user name of the new super admin and click **Transfer**. (***Note***: *This operation only revokes all of the administrative control and access to the Admin Console, without removing your user account from Admin Console.*)
- **Account Assumption –** Foxit takes the security of your data seriously, and cannot access your information without your permission. You can enable (Turn On) account assumption to grant Foxit's support team temporary access to your Admin Console account for troubleshooting or account settings. After enabling, select the duration of the allowed access, and then click **Confirm**.
- **Dissolve Company –** If your company no longer needs to use Foxit products or your Foxit Admin Console expires, you (the super admin) can dissolve your company in Foxit Admin Console to close your company's account and remove all of the associated data from Foxit. Before the dissolution, be aware of the effects or risks of dissolving a company, which you can read on the page. If you are ready to dissolve your company, check the **I have read about the risks of dissolving a business** box, and click the **Dissolve** button. Then you need to provide your email address and the verification code you receive to complete the dissolution. Note that the operation is irrevocable.

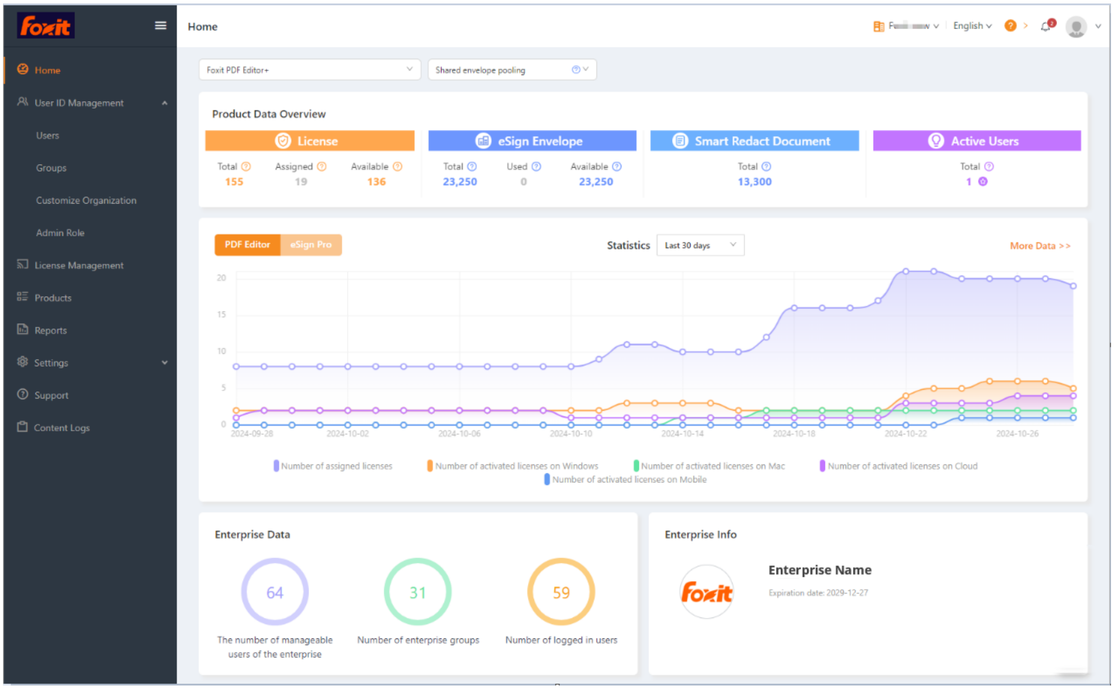
5. (Optional) You can change the UI language for the Admin Console from the top-right corner of the Admin Console window.



***Note**: When you log in to Admin Console, if you are an admin for multiple organizations and use the same account to log in, a dialog pops up for you to select an organization. (**Tip**: If you want to use another account to log in, click the **Relogin** button in the dialog box to go back to the login page and enter your account to log in.) Once logged into a specific organization with admin rights, you can easily switch to another organization. To do this, select the desired organization's name from the dropdown menu located at the top right corner of the Admin Console window.*

Home

The **Home** page displays the summary of data such as product licenses and users (and the usage of SMS/2FA/KBA for Foxit eSign services, if any), which allows you to take a glance at the usage of Foxit products plans within your organization.



When viewing a product's statistics for the number of assigned and activated licenses in the chart, you can choose **Last 7 days** or **Last 30 days** to display the data only for the latest week/month. Clicking **More Data** above the chart jumps to the **Reports** page for more statistics. See also the **Reports** page. (***Tip**: For Foxit eSign, you click on* *the number displayed next to the **Number of envelopes used** or **Number of documents used** item under the chart, and the details page appears to allow you to access who used the envelopes/documents and the details about the envelopes/documents and export the statistics by clicking the **Export Data** button at the bottom of the page.)*

The **Home** page also provides enterprise data (including the number of manageable users, groups, and logged-in users) and enterprise information such as the Enterprise's name and logo.

***Note**: On the **Home** page, product admins are only allowed to view the data on the products assigned by the super/system admin.*

User ID Management

Depending on the requirements or circumstances in your enterprise, you may manage users (and groups) individually or in batch by uploading CSV files in the Admin Console, or by connecting Admin Console to your enterprise account system (user directory system) by configuring Single Sign-On (SSO).

Users

After you have successfully connected Foxit Admin Console to your account system by configuring SSO, you can add, search, and manage user accounts on the **Users** page. These user accounts entitle the end users in your organization to Foxit applications.

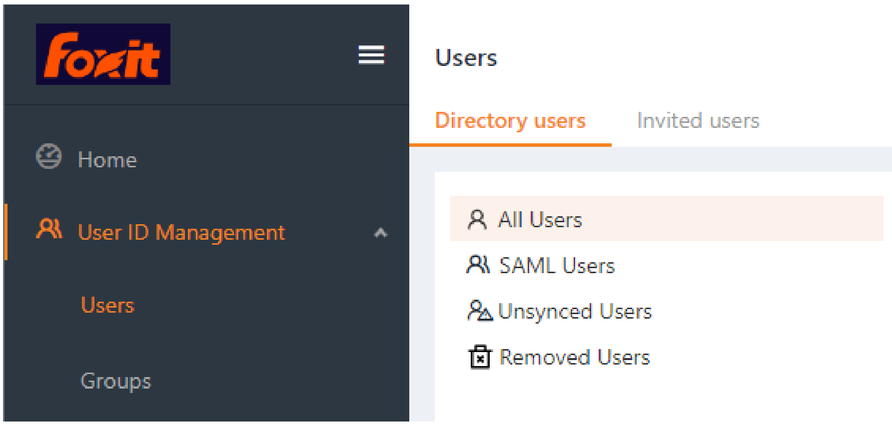
The **Users** page contains two tabs: **Directory users** and **Invited users**.

Select a tab to view the details of users in a list that contains different columns. You can change the column order in the list by dragging the heading of the column that you want to move and dropping it to the appropriate location.

User management with SAML

The Directory users tab

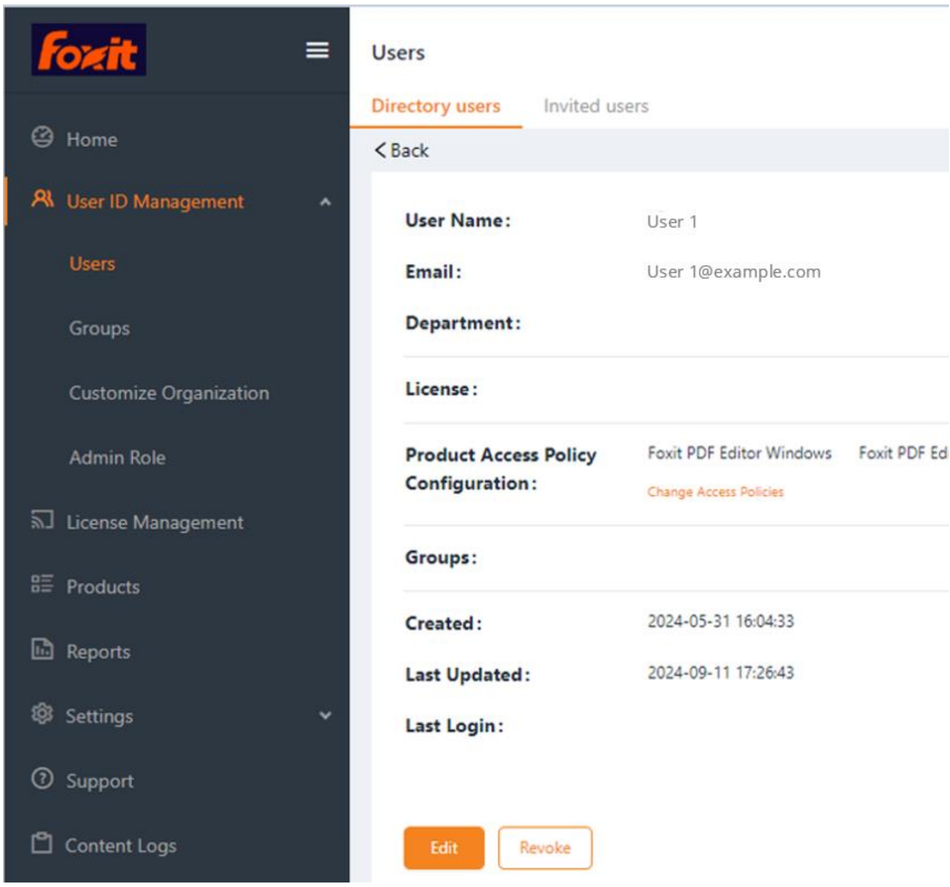
The **Directory users** tab lists users in your domains and SAML directories and shows the details including the user email and the activation status. In the **Directory users** tab:



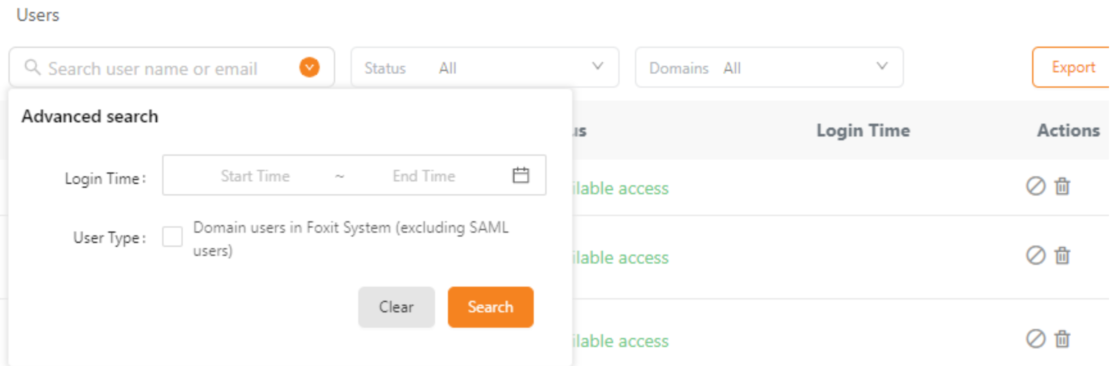
- All Users – Includes users in your domains and SAML directories, and the unsynced users.
- SAML Users – Includes users and groups synchronized from SAML directories.
- Unsynced Users – Includes users that have been removed by your identity provider(s) and can no longer be synchronized to the Admin Console, such as users who may have left your organization.
- Removed Users – Includes those domain/SAML users that have been removed from the Admin Console. In the Removed Users list, you can export user data and restore users with the **Export** and **Restore** buttons above the user list.

You can perform the following tasks:

- If you click on a user's email address in the user list, the details page appears, allowing you to do the following:
    - Click **Edit** to assign licenses, modify/delete the user's existing license information, add the user to a group, or remove the user from a group. Before entering editing mode, if the user already belongs to a group, clicking on the group name will navigate you to the **Groups** page for group management in the Admin Console.
    - Click **Revoke**/**Access** to disable/enable the user to log in to access Foxit applications.
    - Click **Change Access Policies** to modify the user's access to Foxit products. See also Access Policies.



- Search for a user by specifying the user's name/email address, the type of the account status (whether the license is available or revoked), or the domain above the user list.



In the Search box, clicking the Down arrow drops down the Advanced Search box. You can filter the users whose last login time was within a specific period. You can select the **Domain users in Foxit System (excluding SAML users)** option to find the invalid domain users (e.g., the users that have been removed from your SSO policies but still in Foxit System) as needed. Clicking **Clear** removes the criteria you specified in both the Search box and the Advanced Search box.

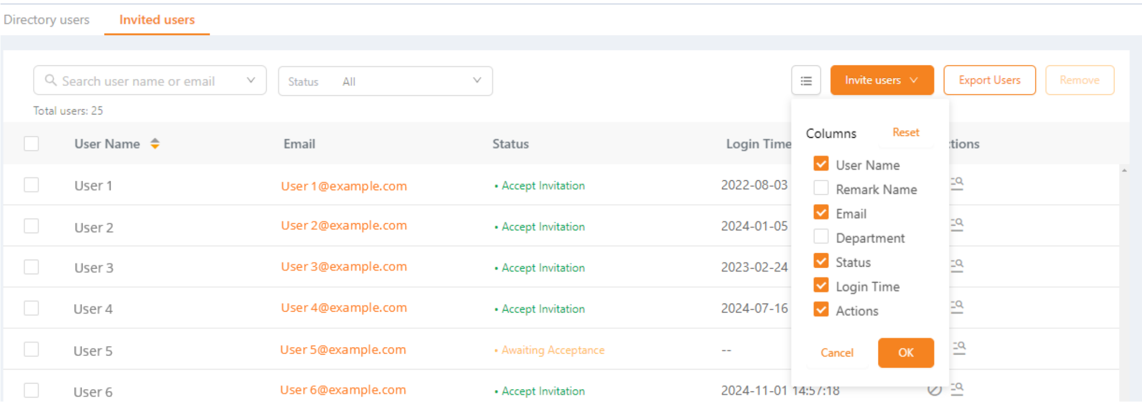
- Click the up-down triangle icon next to "User Name" (the column name) to sort the users in the list by User Name in ascending (A to Z) or descending (Z to A) alphabetical order.

- In **SAML Users**, you can search for a group by its name within a SAML directory. Additionally, you can sort groups in alphabetical order under a SAML directory by clicking the up-down triangle icon next to "Group Name" (the column name) above the group list.

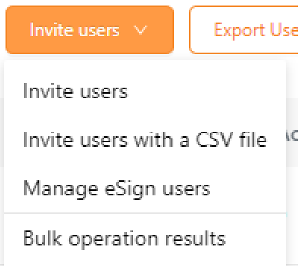
You can also export users to a CSV file using the **Export** button. If no users are selected, clicking **Export** exports all users in the list.

The Invited users tab

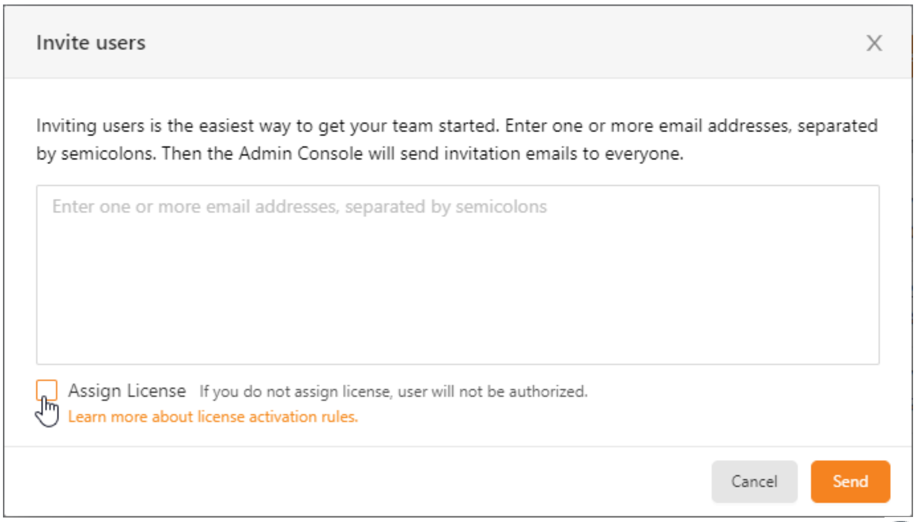
For users who are not in your account system and request access to Foxit applications, you can invite them manually by email in the **Invited users** tab. The total number of invited users is displayed above the user list. (***Tip**: Click the **Columns** button above the user list to specify what details are to be displayed in the user list, including users' names, email addresses, status, and more.*)



- To invite users, click the **Invite users** button above the user list, and do any of the following:



  - Choose **Invite users** and a dialog box pops up. Enter email the addresses of the users you want to invite, select **Assign License** to assign product licenses to the users as needed, and click **Send**. (***Note**: If you assign Foxit eSign licenses to the invited user, the user will be automatically synced to the Foxit eSign website. Likewise, when a user is assigned a license in the Foxit eSign website, the user will be automatically synced to Foxit Admin Console.*)



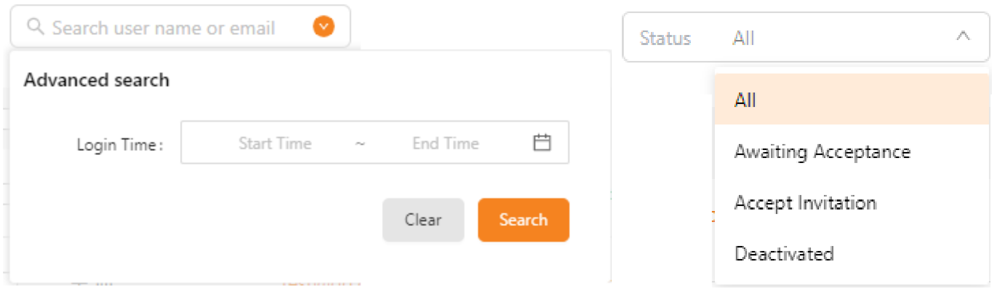
__Tip__: When assigning product licenses, select a product and click the icon or next to the product name to expand or collapse more configuration options such as the license's expiration time and the maximum allowable number of devices for activation. With no value set, the assigned user can have an available license with the longest validity period and activate the product on up to the maximum number of devices permitted in the product plan.

- Choose **Invite users with a CSV file** to invite users in batch by importing a CSV file that contains the details (such as users' email addresses and the assigned product licenses) of the users you want to invite. In the pop-up dialog box, you can download a sample CSV file, fill in the details and then upload the file.
- Choose **Bulk operation results** to view the result after inviting users.
- Choose **Manage eSign users** to open the **Settings** page of the Foxit eSign website to invite users. For details, please refer to the instructions on Foxit eSign on our online help center. The users invited on the Foxit eSign website will be synced to the Admin Console. (***Note**: This option is available only when your company has purchased the Foxit eSign service with shared envelope pooling.*)

__Note__: If the user you invite is not in the same region as you, they will receive a notification in the invitation email advising them to modify their account's region information in order to join your enterprise.

- To export users to a CSV file, select the users you need by checking the boxes next to the users and click the **Export Users** button above the user list. If no users are selected, clicking **Export Users** exports all users in the list.
- To remove users from the Admin Console and revoke their licenses, select the users and click the **Remove** button above the user list. The user that is removed is allowed to be invited again.
- To search for a user quickly, enter the user's name/email address in the Search box and press **Enter**. Or click the Down arrow in the Search box to drop down the Advanced Search box to filter the users whose last login time was

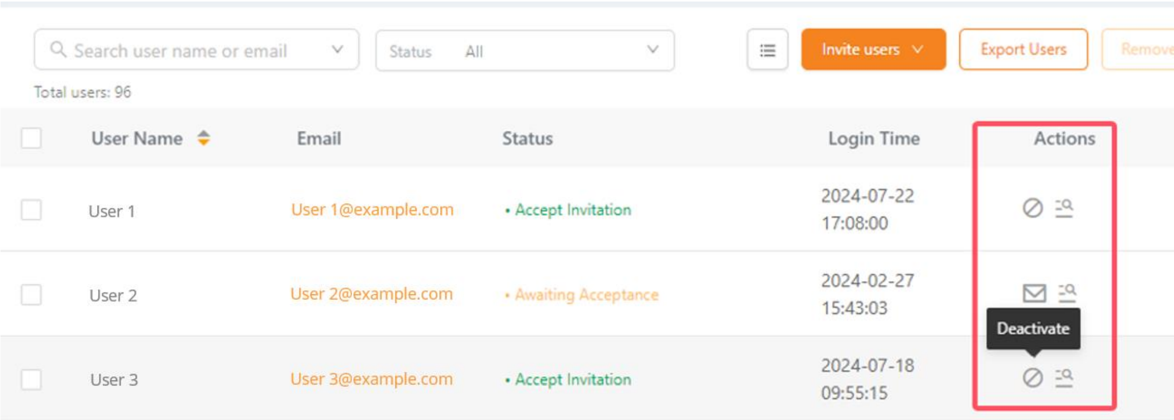
within a specific period, and then click **Search**. (Clicking **Clear** removes the criteria you specified in the Search and Advanced Search boxes.) Filter users as needed by selecting a type of the account status (Invited, Accept Invitation, Awaiting Acceptance, or Deactivated).



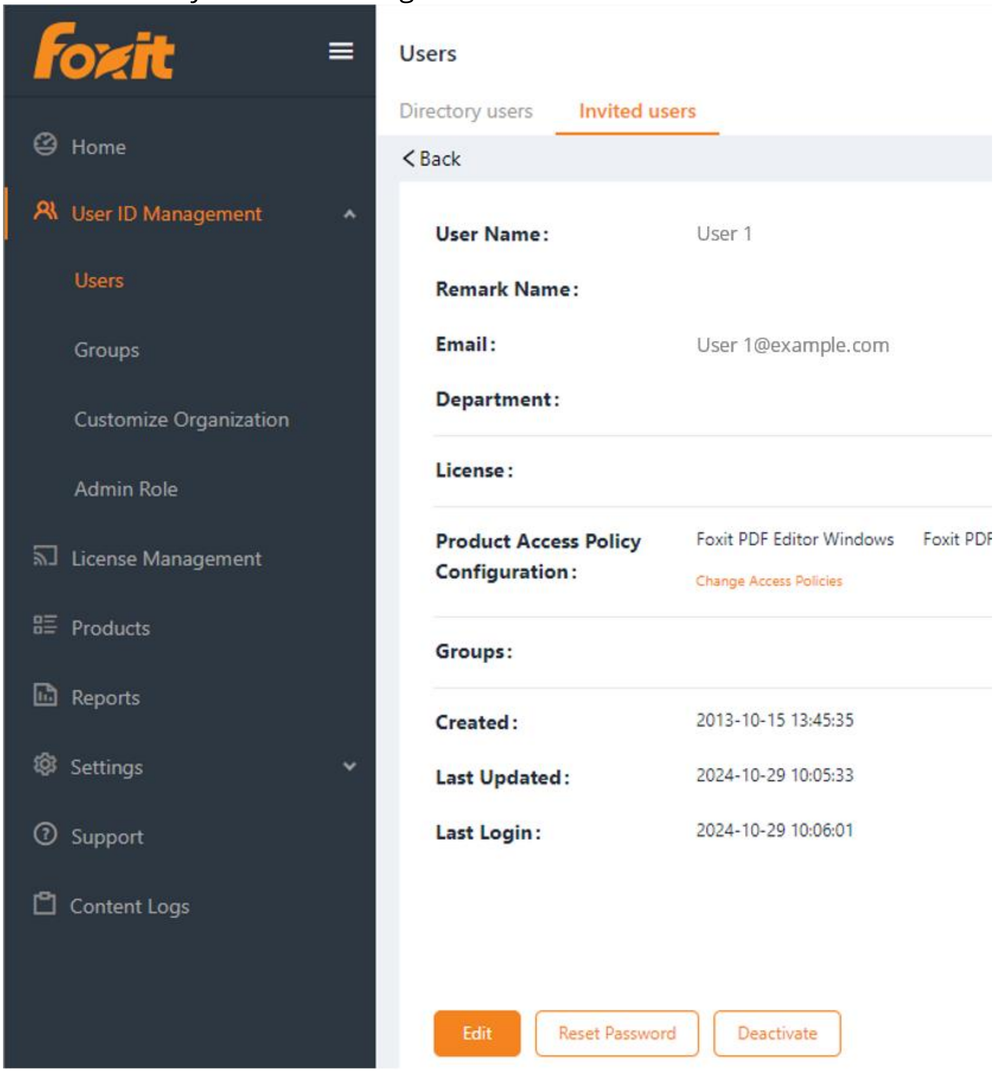
The types of account status:

- Invited: The user has received your invitation but has not accepted it yet.
- Accept Invitation: The user has accepted your invitation and you can assign a product license to the user. See also License Management.
- Awaiting Acceptance: The user has not yet accepted your invitation. You can click the **Re-send invite** icon in the **Actions** column to send the invitation email again with one click.
  Tip*: The super/system/User&Group admins can bulk resend invitations to users who have not accepted your invitation. To do this, filter users by selecting* ***Awaiting Acceptance*** *from the* ***Status*** *box above the user list, select one or more users from the user list, click the* ***Resend Invitation*** *button above the user list and choose* ***Resend email invitation****. The admins can also click the* ***Resend Invitation*** *button and choose* ***Create invitation link*** *to create a link and send it privately to the users who cannot receive the email invitation.*
- Deactivated: The user has been deactivated and has no access to Foxit products.

- Click the **Deactivate** icon in the **Actions** column to remove the license from the user. Once the license is deactivated, the user becomes unable to activate products by logging in with their accounts until they are assigned licenses again, the **Deactivate** icon in the **Actions** column changes to the **Activate** icon, and the status changes from Accept Invitation to Deactivated. Click the **Activate** icon to assign a license to the user again.



- Click the **Details** icon in the **Actions** column to view the details of the user and then do any of the following:

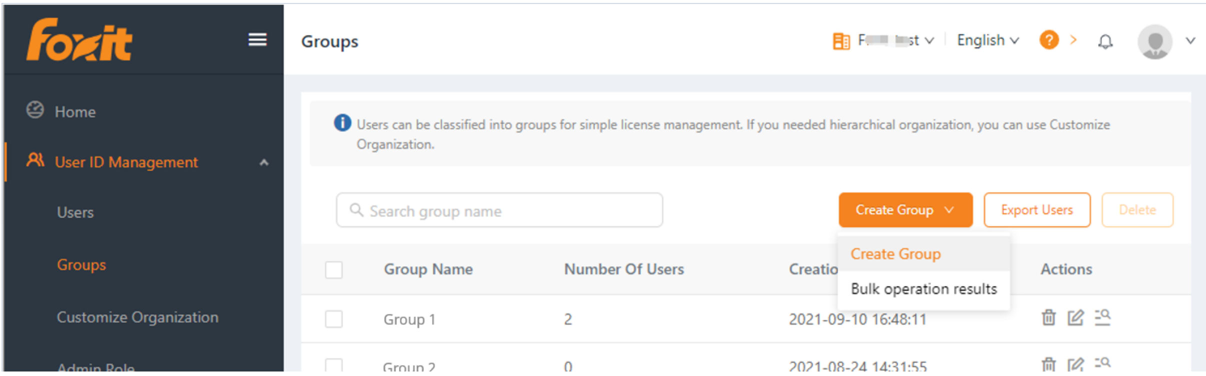


  - Click **Edit** to assign licenses, modify/delete the user's existing license information, add the user to a group, or remove the user from a group. Before entering editing mode, if the user already belongs to a group, clicking on the group name will take you to the **Groups** page for group management in the Admin Console.

- o Click **Reset Password** to send the user a password reset email to inform the user that he needs to change his password.
- o Click **Deactivate**/**Activate** to disable/enable the user to log in to access Foxit applications.
- o Click **Change Access Policies** to modify the user's access to Foxit products. See also Access Policies.

Groups

You can manage multiple users in groups, such as departments and project teams, without having to specify and apply your configuration to each user individually. On the **Groups** page, you can create and manage groups.



To create a group, do the following:

1. Click **Create Group**. Type the name and description for the group in the pop-up dialog box, and click **Next**.
2. In the pop-up dialog box, select the users/groups you want to add to the group. To do this, select the users/groups by clicking the plus icon next to the user/group name in the **User list** box on the left to add to the **Selected list** box on the right.
   Tip: *When selecting users/groups from the* ***User list*** *box, choose* ***List by users*** *(or* ***List by groups)*** *above the* ***User list*** *box to allow you to select a user (or a group) at a time from the list. With* ***List by users*** *selected, you can search for a specific user from the* ***Search*** *box.*
3. (Optional) Put your cursor over a user's email address (or user name) or a group's name in the **Selected list** box, and the sign appears. Click the sign to remove the user/group from the box, if needed. Or you can click **Clear all** above the **Selected list** box to remove all of the selected users/groups from the box in one click.
4. Click **Save**. The group will be added to the groups list on the **Groups** page.
5. (Optional) Choose **Create Group** > **Bulk operation results** to show the results after adding users to a group.
6. (Optional) Click on the icons in the **Actions** column to perform the following tasks as needed:
   - To delete the group, click the **Delete** icon.

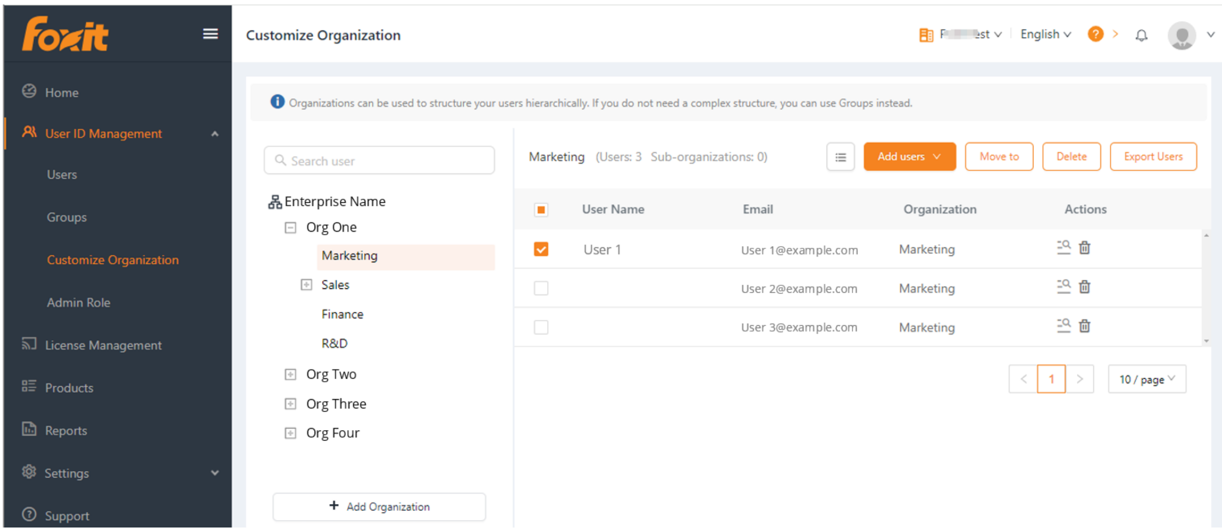
- To view the user list in the group, click the **View users** icon in the corresponding group. In the pop-up dialog box, if you need to remove users in the group, select the users and click **Delete**.
- To edit the group, click the **Edit** icon. You can edit the group's name/description, and add more users to the group.

Do any of the following to manage groups:

- To export groups of users to a CSV file, select the group(s) you need and click the **Export Users** button above the groups list. If no groups are selected, clicking **Export Users** exports all groups in the list.
- To remove groups, select the groups and click the **Delete** button above the groups list.
- To search for a group, enter the group's name, and then press **Enter**.

Customize Organization

All users in Foxit Admin Console, including LDAP/SAML users and added/invited users, can be added to an organizational unit (or "OU" for short). On the **Customize Organization** page, administrators can create and manage (child) organizations for different departments across the company as needed.



If you are the super admin (or a System Administrator/User&Group Administrator), click on the OU name on the left part of the **Customize Organization** page, and all users are listed on the right. The default name of the OU is the company name provided when you purchase Foxit Admin Console. You can edit the OU name the same way you edit organization names (described below). To create an organization under the OU as a child (i.e., sub-organizations), do the following:

1. Click the **Add Organization** button on the left part of the page, where all the organizations/sub-organizations are listed. Or move the cursor over the verti-

cal three-dot icon next to the name of any organization, and choose **Add Organization**. (***Note***: *Before adding organizations, make sure you have connected to your LDAP or SAML directories or added users on the* ***Users*** *page.*)
2. In the pop-up dialog box, enter the organization name and select an organization (if any) as a parent organization that the new organization will be listed below as a child organization. Click **OK** to continue.
3. Then the new organization will be listed in the organization list on the **Customize Organization** page.
4. Add users to the organization. Select the organization, click on the **Add users** button on the right part of the page, and do any of the following:
   - **Add users**: In the pop-up **Add users** dialog box, select the users/groups you want to add. To do this, select the users/groups by clicking the plus icon next to the user/group name in the **User list** box on the left to add to the **Selected list** box on the right.
     Tip: *When selecting users/groups from the* ***User list*** *box, choose* ***List by users*** *(or* ***List by groups)*** *above the* ***User list*** *box to allow you to select a user (or a group) at a time from the list. With* ***List by users*** *selected, you can search for a specific user from the* ***Search*** *box.*
   - **Add users with CSV file**: In the pop-up **Import with CSV** dialog box, add users by CSV to the selected organization, or to any organization by specifying the organization names in the CSV file.
   - **Bulk operation results**: view the result after adding users.
5. (Optional) In the **Add users** dialog box, put your cursor over a user's email address (or a user name) or a group's name in the **Selected list** box, and the sign appears. Click the sign to remove the user from the box, if needed. Or you can click **Clear all** above the **Selected list** box to remove all of the selected users/groups from the box in one click.
6. When you're done, click **OK**. You can click the **Add users** button to add more users to the organization if needed.

After creating an organization, you can perform more actions:

- Click the **Columns** button above the user list to specify what details are to be displayed in the user list, including users' names, email addresses, statuses, and more. You can change the column order in the list by dragging the heading of the column that you want to move and dropping it to the appropriate location.
- To edit an organization name or delete an organization, move the cursor over the vertical three-dot icon next to the name of the organization, and choose **Edit organization** or **Delete**.
- To remove a user from an organization, select the organization, navigate to the user and click the **Delete** icon in the **Actions** column. To remove multiple users, select the users by checking the boxes in front of the user name and click the **Delete** button above the user list.
- To modify users' information like product licenses, navigate to the user, and click the **Detail** icon in the **Actions** column to open the details page. Then

click the **Edit** button at the bottom of the page to make changes.

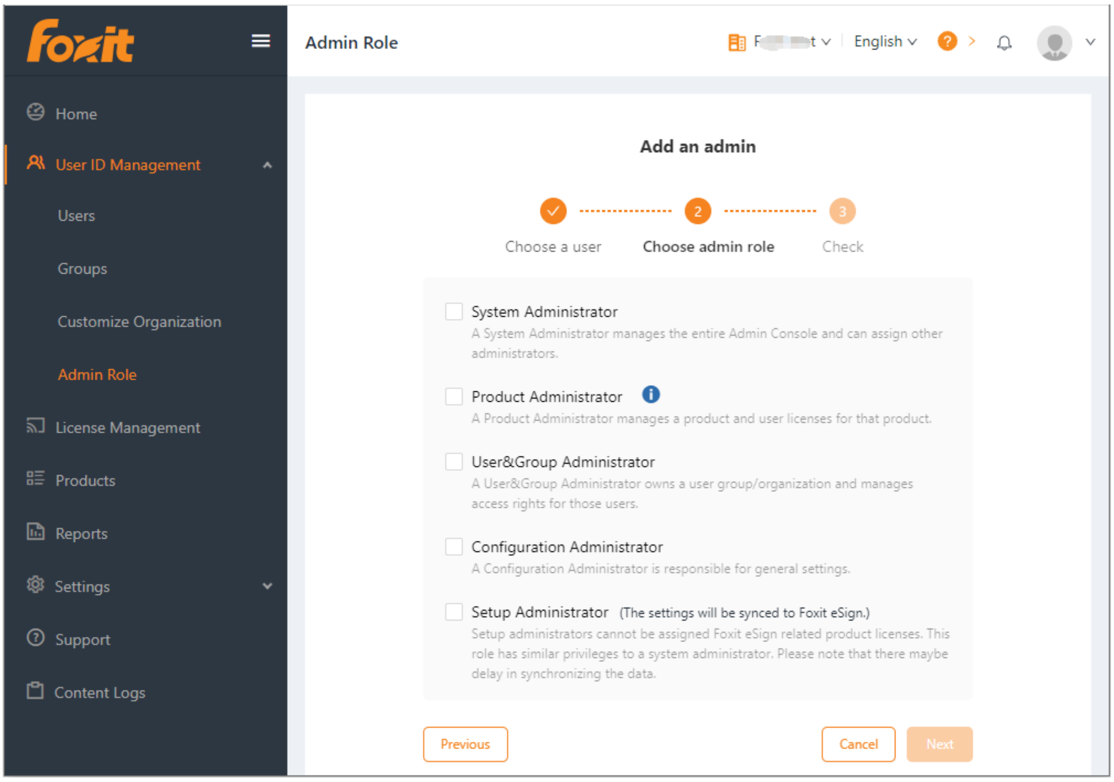
- To move users to other organizations, select the users and click the **Move to** button above the user list. In the pop-up dialog box, select the desired organization and click **OK**.
- To export users from an organization to a CSV file, select the users you wish to export in the organization and click the **Export Users** button above the user list. If no users are selected, clicking **Export Users** exports all users in the organization.
- To adjust the order of the organizations, drag the organization you want to move to the desired place. You can also put an organization under another organization (the parent organization). For example, to put Organization A under Organization B, drag Organization A onto Organization B and release the mouse button when the pointer is directly over Organization B.

If you are a Product administrator:

- On the left part of the **Customize Organization** page, you can see an assigned "OU", which only contains the organizations/users assigned by your super/system administrator. The names of the assigned "OU" and its sub-organizations displayed in your Admin Console are the same as those in the super/system admin's Admin Console.
- Any changes to the organization (including changing the organization name and adding/deleting organization members) made by the super/system admin will be synced into the organizations in the assigned "OU".
- You are allowed to invite users to the organizations in the assigned "OU". The users you invite will also be synced into the OU managed by the super/system admin. And you are allowed to delete a user you invited by clicking the **Delete** icon in the **Actions** column.

Admin Role Management

An enterprise can have one super admin and several other admins (including System Administrator, Product Administrator, Configuration Administrator, etc.) to perform management in Foxit Admin Console. The super admin sits at the top of all other admin roles, and can perform all tasks in the Admin Console.



On the **Admin Role** page, the super admin, the system admin, and the setup admin can add admins (assign the admin role to other users), remove admins (revoke admin permissions), and search admins. (***Tip***: *If needed, the super admin can give the administrative privileges to another user. For details, please refer to Transfer Admin Privilege.*) The following table gives a brief introduction to different types of admins. For a detailed list of permissions and privileges for each type of admin, see also Admin Permissions Matrix.

Role	Description
Super Administrator	The super admin for the enterprise with the ability to activate Foxit Admin Console, and perform all administrative tasks in the Admin Console. Also, has permissions to "dissolve the company" in Foxit Admin Console, transfer his administrative privileges to another user, and assign users different administrative roles.
System Administrator	Has all permissions that the super admin does except for the ones to activate Admin Console, dissolve a company, and transfer administrative privileges.
Product Administrator	Manages the products assigned by the super admin and performs all associated administrative tasks, including: • Assign/unassign licenses to/from users • Invite users to owned OUs • Remove users (invited by himself previously) from owned OUs

	• Set or change the product configuration (See also Product Configuration)
User&Group Administrator	Administers the user groups assigned by the super admin and performs all associated administrative tasks, including: • Add or delete users and user groups • Add or remove users to/from groups
Configuration Administrator	Configure enterprise general settings, including: • Configure Directory Settings • Configure Console Settings • Set the enterprise customization • Set Windows Authentication
Setup Administrator (Only available when your organization has active Foxit eSign licenses.)	This role has privileges similar to those of a system administrator, with the distinction of not occupying any licenses that include eSign products. ***Note****: In Foxit eSign, if the eSign license assigned to the super admin is revoked, the role will transition from the super admin to a setup admin of Foxit eSign.*

Tip*: Admins' privileges vary from their types of admin roles, so some items or functions on Foxit Admin Console may be unavailable or invisible for some admins.*

Add an admin

1. On the **Admin Role** page, click **Add Admin**.
2. Enter the user's email address (or the user name) in the text box, and click **Next**.
3. Select one or more admin roles and click **Next**. (Or click **Previous** to return to the previous step.)
   If you choose Product Administrator, specify the products and users (select **All users** or an OU) that you want the product admin to manage, and select/unselect the **Allow product administrators to configure product** option, as needed. See also Product Configuration.
4. Click **Save** to confirm your action. Then the user will be added to the admin list on the **Admin Role** page.
5. (Optional) You can click the **Details** icon in the **Actions** column to open the Details dialog box on the right side, view the details of the admin user, and click **Edit** at the bottom to modify the details. Or click the **Edit** icon in the **Actions** column on the **Admin Role** page to modify the admin roles for the user.

Tip*: After you add/edit an admin role for a user, the user will receive a notification email* *about the role assignment.*

Remove an admin

To removing an admin, navigate to the administrator in the admin list on the **Admin Role** page and click on the **Delete** icon in the **Actions** column. Removing an admin only revokes the admin privileges from the user, without deleting the user from the Admin Console. And a notification email about the role revocation will be sent to the user.

Admin Permissions Matrix

Admins' privileges vary from their types of admin roles. The following table provides a detailed list of permissions and privileges for each type of admin. √

Area	Permission	Super Admin	System Admin	Product Admin	User & Group Admin	Configu-ration Admin	Setup Admin
Home	View the **Home** page	√	√	√[1]			√
	View Product Report Summary	√	√	√[1]			√
	View Enterprise Data	√	√				√
	View Enterprise Info	√	√				√
User Manage-ment	View all pages under **User ID Management**	√	√		√[3]		√
	Add users to org (i.e., the organization)	√	√	√[1]	√[3]		√
	Remove users from org	√	√		√[3]		√
	View user details and user listing	√	√		√[3]		√
	Edit user profiles	√	√		√[3]		√
	Bulk add users to org	√	√		√[3]		√
User Group Manage-ment	Create user groups	√	√		√[3]		√
	Remove user groups	√	√		√[3]		√
	Add users to user groups	√	√		√[3]		√
	Remove users from user groups	√	√		√[3]		√
	View members of user groups	√	√		√[3]		√
	View the list of user groups	√	√		√[3]		√
	Create OUs	√	√		√[3]		√

Area	Permission	Super Admin	System Admin	Product Admin	User & Group Admin	Configu-ration Admin	Setup Admin
Organiza-tion Man-agement	Remove OUs	√	√		√[3]		√
	Add users to OUs	√	√	√[2]	√[3]		√
	Bulk add users to OUs	√	√	√[2]	√[3]		√
	Remove users from OUs	√	√	√[2]	√[3]		√
	View members of OUs	√	√	√	√[3]		√
Adminis-trator Manage-ment	Grant System Admin to a user	√	√				√
	Revoke System Admin from a user	√	√				√
	Grant Product Admin to a user	√	√				√
	Revoke Product Admin from a user	√	√				√
	Grant Deployment Ad-min to a user	√	√				√
	Revoke Deployment Ad-min from a user	√	√				√
	Grant User & Group Ad-min to a user	√	√				√
	Revoke User & Group Admin from a user	√	√				√
	Grant Configuration Ad-min to a user	√	√				√
	Revoke Configuration Admin from a user	√	√				√
	Edit roles of admins	√	√				√
License Manage-ment	View the **License Man-agement** page	√	√	√[1]			√
	Provision a product li-cense to a user	√	√	√[1]			√
	Deprovision a product license from a user	√	√	√[1]			√
	Restore activation	√	√	√[1]			√
	Assign licenses with a CSV file	√	√	√[1]			√
	Remove licenses with a CSV file	√	√	√[1]			√
	Export users	√	√	√[1]			√
	View the **Products** page	√	√				√

Area	Permission	Super Admin	System Admin	Product Admin	User & Group Admin	Configu-ration Admin	Setup Admin
Product Manage-ment	Refresh product license info	√					
	View available products	√	√				√
Reports Manage-ment	View the **Reports** page	√	√	√[1]			√
	Export user activation data	√	√	√[1]			√
	Export statistics data	√	√	√[1]			√
Directory Settings	View all pages under **Settings**	√	√	√		√	√
	Domain Settings	√	√				√
	SSO Settings	√	√				√
	Sync Settings	√	√				√
	Provision Settings	√	√				√
Authenti-cation Settings	Password Settings	√	√			√	√
	Two-step Verification Settings	√	√			√	√
	Foxit Account login set-tings	√	√			√	√
Enter-prise Customi-zation	View and customize the Admin Console logo	√	√			√	√
	View and customize email templates	√	√			√	√
Product Configu-ration	View the **Product Con-figuration** page	√	√	√[1]			√
	General configuration	√	√	√[1]			√
	Feature Settings	√	√	√[1]			√
Console Settings	Log auto-cleanup Set-tings	√	√			√	√
	Email Language Settings	√	√			√	√
Support	View the Support page	√	√	√	√	√	√
	Manage support cases	√	√	√	√	√	√

Area	Permission	Super Admin	System Admin	Product Admin	User & Group Admin	Configu-ration Admin	Setup Admin
Content logs	View the Content Logs page	√	√	√[1]	√[3]		√
	Search logs	√	√	√[1]	√[3]		√
	Export logs	√	√	√[1]	√[3]		√
My Pro-file	View My Profile	√	√	√	√	√	√
	Transfer admin privi-leges	√					
	Account Assumption	√					
	Dissolve a company	√					

[1] only for the products or OUs owned by the Product admin

[2] only for the users added by the Product admin previously

[3] only for the users managed by the administrator

License Management

Based on the license plans for each product you purchased, you can perform license management across your organization.

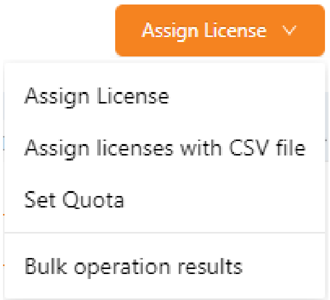
Overview

On the **License Management** page, you can view the statistics about active users and license usage for all products, assign/change/unassign licenses, and view the details of assigned users.

Foxit Admin Console supports **Account Mode** to manage licenses for Foxit PDF Editor. **Account Mode** is a licensing mode that enables each end user to activate Foxit PDF Editor once they log in to their accounts, and allows administrators to apply precise and flexible control such as who are allowed to activate the application and what edition of the application they can activate. For the license management of Foxit eSign, enterprises may pre-purchase a set number of envelopes for a set number of users, who can use envelopes at their convenience after being assigned licenses. (***Tip***: *An envelope allows for one or more documents to be sent within one send, even if to multiple signers.*)

Notes: *Only the clients whose IP addresses and MAC addresses are in the specified ranges are allowed to activate Foxit PDF Editor. See also* *General Configuration*.

Assign licenses to users



1. Click the **Assign License** button on the **License Management** page. Choose **Assign License** to select users and assign licenses to the selected users.
2. In the pop-up dialog box, select the users/groups/organizations you want to assign licenses to.
3. Select the license you want to assign to the selected users. When assigning licenses, select a product and click the icon or next to the product name to expand or collapse more options that allow you to do settings like the license's expiration time and the maximum number of devices that are allowed to log in for product activation. (**Note**: If you assign Foxit eSign licenses to users, the users will be automatically synced to the Foxit eSign website.)
4. Click **OK**.

You can also assign licenses to multiple users with a CSV file by doing the following:

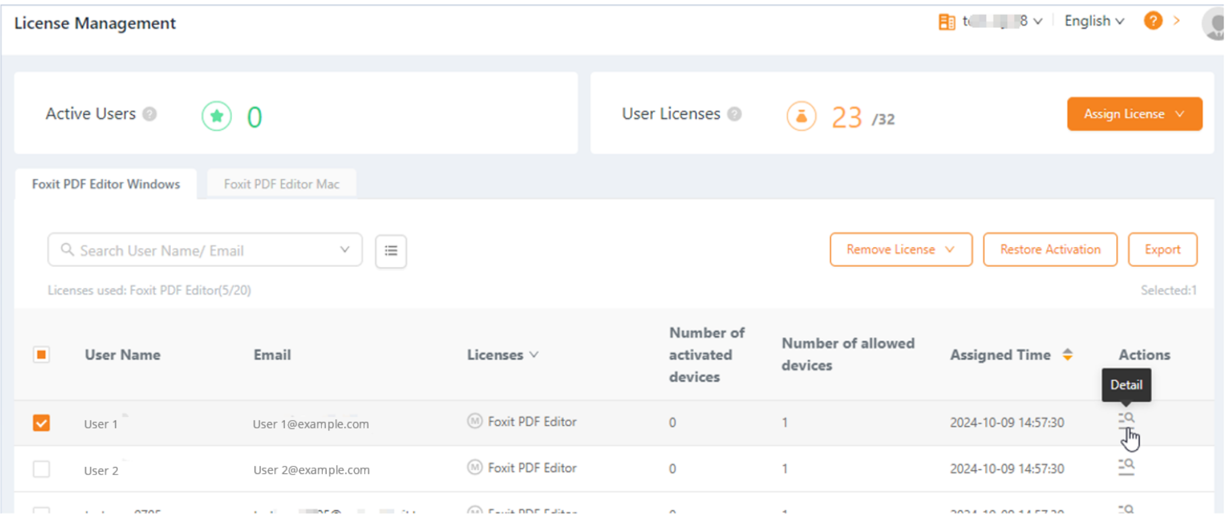
1. Click the **Assign License** button on the **License Management** page. Choose **Assign licenses with CSV file** to assign licenses to the users listed in a CSV file.
2. In the pop-up dialog box, you can use a CSV file to assign the same type of licenses to multiple users or assign different licenses to different users.
   - To assign the same type of licenses to multiple users, please click the **CSV with users** tab. Drag a CSV file to the box or click **Browse** to select a CSV file. The CSV file includes the users you want to assign the licenses to. Then select the type of licenses you want to assign. (***Tip***: *How to create the CSV file, click* ***Download sample CSV*** *for reference.*)
   - To assign different licenses to different users, please click the **CSV with users and products** tab. Drag a CSV file to the box or click **Browse** to select a CSV file. The CSV file includes the users you want to assign licenses to and the corresponding licenses for each user.
3. Click **OK**.
4. (Optional) Click the **Assign License** button and choose **Bulk operation results** to view the results after assigning licenses.

All the assigned users are listed under different tabs by products on the **License Management** page. Select a product tab to view the details of the assigned users, and do any of the following:

- Click the **Columns** button above the user list to specify what details to be displayed in the list of assigned users, including users' email addresses, licenses, assigned time, MAC addresses, and more.

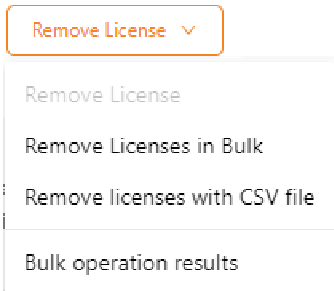
- Click the up-down triangle icon next to "User Name" or "Assigned Time" (the column names) to sort the users in the list by User Name or Assigned Time. The icon with a yellow triangle (or) next to a column name indicates the list is currently sorted by [*Column Name*].
- You can specify criteria to search for specific users. Under the **Search** box shows the current product's license usage information such as the number of licenses used (assigned) out of the total available ones. To export users to a CSV file, select the users you need and click the **Export** button above the user list.

Change product licenses for users



1. Navigate to the user in the user list. Click the **Detail** icon in the **Action** column to open the details page about the user.
2. Click **Edit**, select a desired product license, and then click **Save**.

Remove licenses from users



To remove licenses from users, do any of the following:

- Select the users from the user list, click the **Remove License** button above the user list and choose **Remove License**.

- Click the **Remove License** button and choose **Remove Licenses in Bulk** to select multiple users/groups/organizations from the user list in your admin console and unassign their licenses.
- Click the **Remove License** button and choose **Remove licenses with CSV file** to unassign licenses from multiple users with a CSV file. Then you can click the **Remove License** button and choose **Bulk operation results** to show the results after removing licenses.

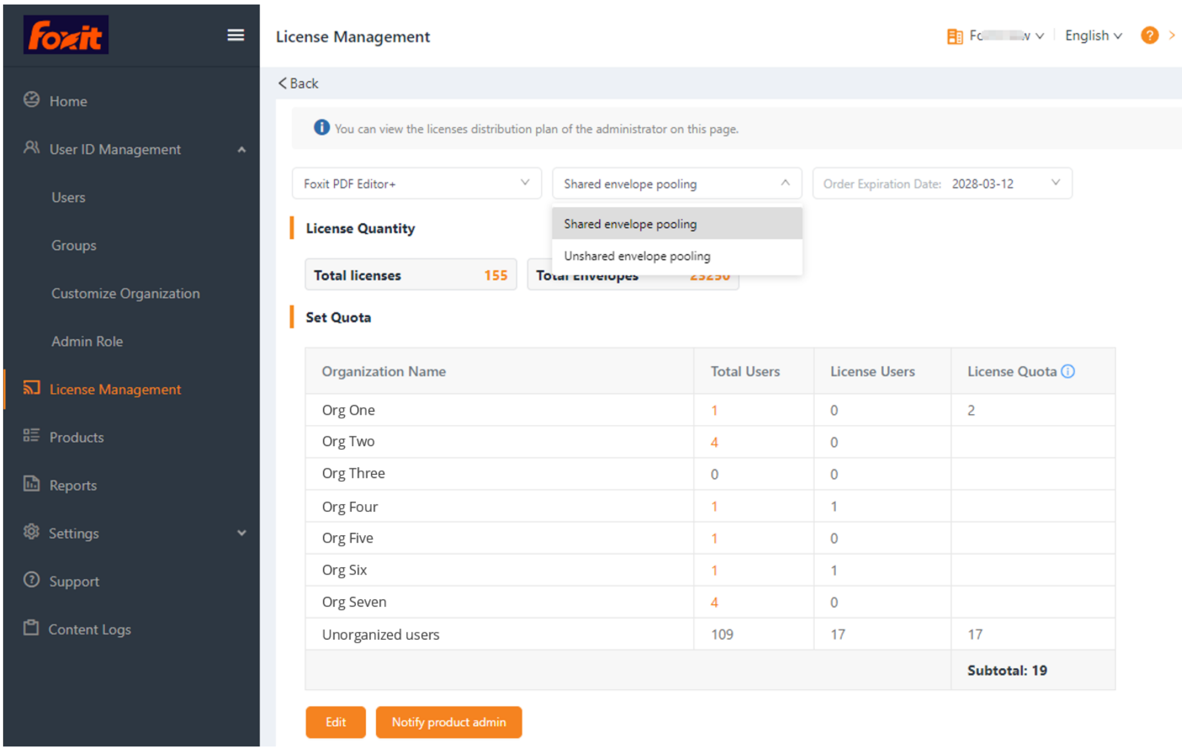
When a license is unassigned from a user, the user will no longer be able to activate Foxit applications by logging in with their accounts.

Restore activation

For a license that allows a user to activate Foxit products only in one device, if the user has activated Foxit products successfully in Device 1 and needs to activate the products in Device 2 for some reason (maybe Device 1 is broken), you can restore the activation to enable the user to sign in to activate the product again. To do this, select the user and click the **Restore Activation** button above the user list.

Set license quotas per OU

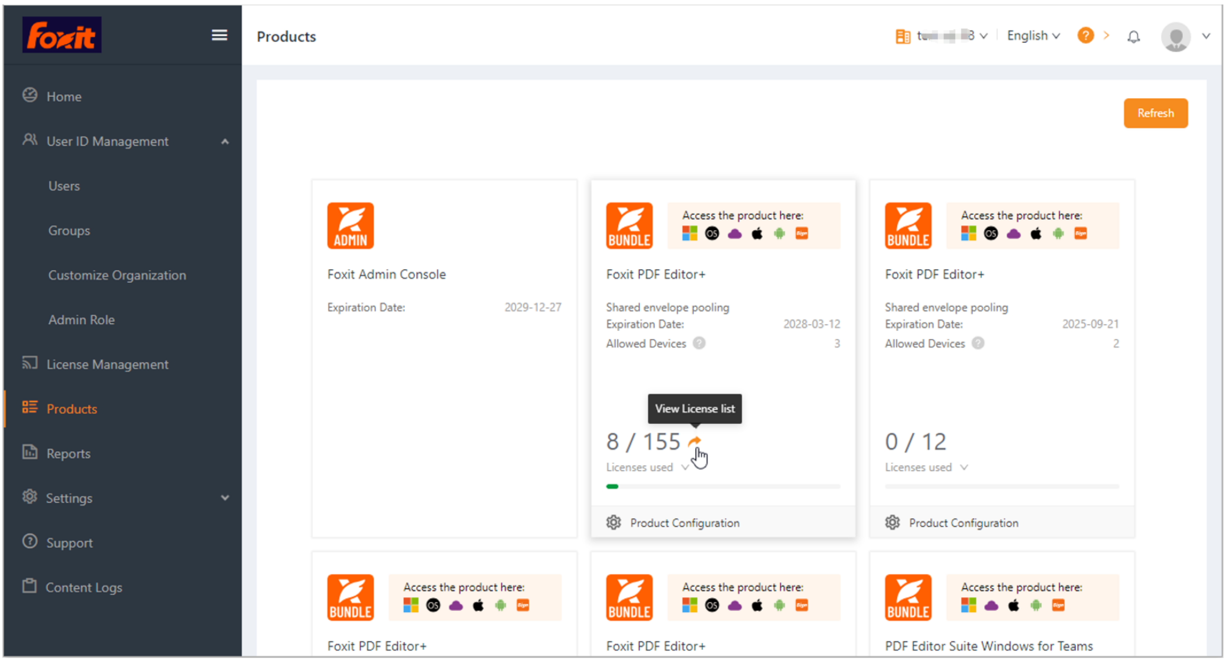
The super/system admin can set the available number of licenses per OU to limit how many licenses Product administrators can assign to their OUs. ***Note**: You can only set license quotas for the first level OUs nested under the root (The root is the node under which all OUs are nested, which is at the top of the OU hierarchy on the **Customize Organization** page).*



1. Click the **Assign License** button on the **License Management** page and choose **Set Quota**.
2. Select a product for which you wish to set license quotas. If the product licenses you purchased have varying expiration times or include eSign products, you must specify the expiration time or whether it involves shared or unshared envelope pooling.
3. The page will display the number of licenses/envelopes for the selected product licenses.
4. Click the **Edit** button on the page.
5. Set the values in the License Quota boxes to define license quotas for different OUs as needed. If no value is set, the product administrator can assign licenses to the OU without limit, but should not exceed the total available number of licenses.
6. Click **Save** to save your settings.
7. (Optional) To notify the related product administrators after setting license quotas, click the **Notify product admin** button.

Products

The **Products** page lists all the products and licenses your company has purchased. If your company has purchased more licenses or products, you can update the products and their license information displayed in this page by doing the following:



Click **Refresh** at the top of the **Products** page. Once you click **Refresh**, the updating process starts and just wait for the updating to be completed.

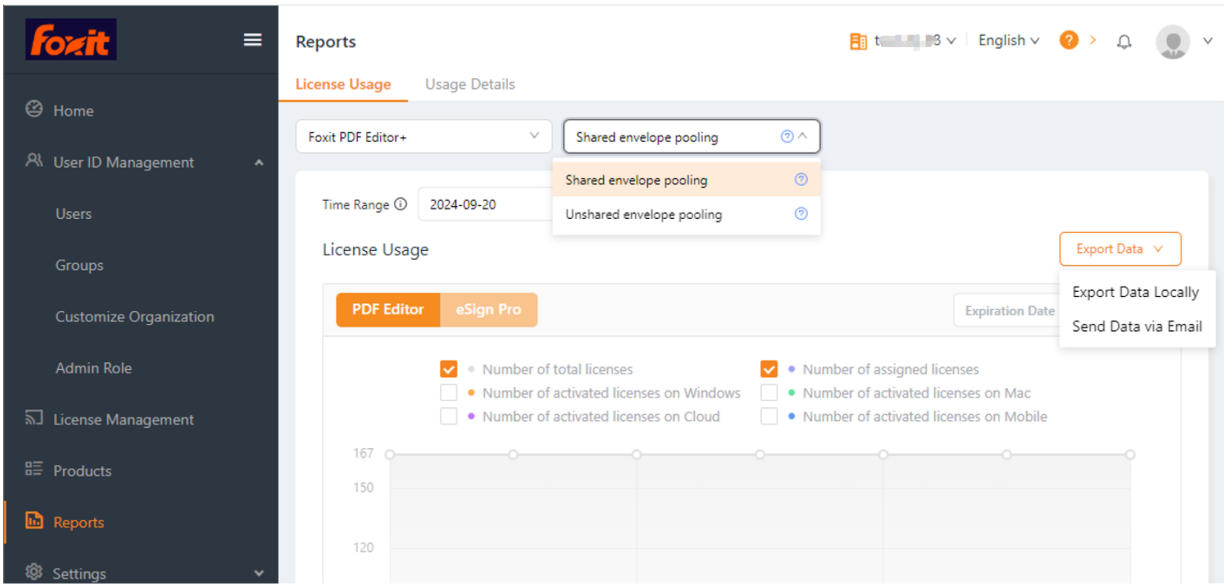
On the **Products** page, you can view the detailed information for the admin console and each product, including the expiration time, the software version number, and the number of licenses used (assigned) out of the total available ones (and the usage of SMS/2FA/KBA for Foxit eSign services, if any). You can do any of the following on the **Products** page:

- Click the platform icon (such as Windows, Mac, eSign, etc.) under each product/service to download the product or direct you to the product/service's homepage.
- If you move your cursor over a product, the orange arrow icon appears. Clicking on the icon opens the **License Management** page to view and manage licenses.
- You can also click **Product Configuration** or click the cog icon under each product to configure the product on the **Product Configuration** page. For details, see also **License Management** and **Product Configuration**. (***Note***: *For Foxit eSign, you will be switched to the* ***Settings*** *page of the Foxit eSign website when clicking* ***Product Configuration***.)

Reports

The **Reports** page shows the summarized and detailed statistics about the license usage, including the number of total/assigned/activated licenses and active users, the license usage in each OU/group, and the license quotas for OUs. Administrators can specify what statistics to be displayed or export desired data as needed.

Click the **Licenses Usage** tab on the **Reports** page, and you can view charts that present data on license usage across various dimensions.



- To display specific statistics you need in the charts, do any of the following:

  - ✧ Select a product to display the statistics related to the product.
  - ✧ Select the time period for which you want to view statistics.
  - ✧ Select which summarized statistics to display for a product: the number of total licenses, assigned licenses, activated licenses, active users, and more. For Foxit eSign, you can view more statistics like the number of total envelopes/documents, and the number of envelopes/documents/user accounts that have been used.

- To export data you specified to an Excel file, do any of the following:

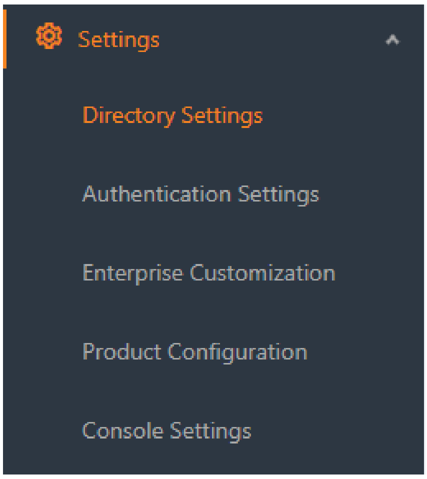
  - ✧ To export data to an Excel file, click the **Export Data** button above the chart, and choose **Export Data Locally**. Then save the file.
  - ✧ To export and send data (in an Excel file) to your account by email, click the **Export Data** button, and choose **Send Data via Email**.

  Tip: *For Foxit eSign, you can export detailed statistics about the number of envelopes/documents that have been used. To do this, click on the number displayed next to the* ***Number of envelopes used*** *or* ***Number of documents used*** *item above the chart, and the details page appears to allow you to access who used the envelopes/documents and the details about the envelopes/documents and export the statistics by clicking the* ***Export Data*** *button at the bottom of the page.*

In the **Usage Details** tab on the **Reports** page, you can view, search, and export the detailed usage data for different products, including user names, email addresses, license information, MAC and IP addresses, and more.

Note: *When you export detailed user data, all instances of users that meet the specified* *criteria will be exported, including the users that have been removed from the Admin Console.*

Settings



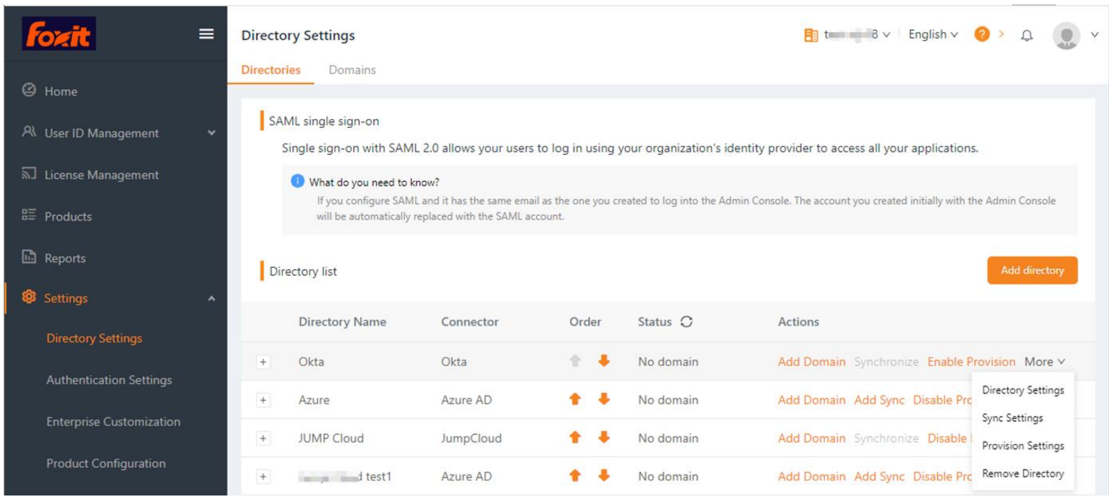
Directory settings

Single Sign-On (SSO) is a session and user authentication service that permits a user to use one set of login credentials (e.g., the user ID and password provided for authentication in a company) to access multiple applications. Currently, Foxit Admin Console supports two popular SSO methods: LDAP and SAML. After you set up LDAP or SAML in Foxit Admin Console for performing Single Sign-On, all users in your company can directly sign in with their authenticated accounts to access Foxit applications.

To connect Admin Console to an LDAP or a SAML directory, you (the super admin or a System Administrator) need to configure the user directory first on the **Directory Setting** page under **Settings**. (***Tip***: *Admins' privileges vary from their types of admin roles, so some items or functions on Foxit Admin Console may be unavailable or invisible for some admins. More information on admin roles, see also* *Admin Role Management*.)

Manage users with SAML

SAML, Security Assertion Markup Language, is an open standard for exchanging authentication and authorization data between parties, in particular, an identity provider and a service provider. SAML single sign-on allows your users to log in using your organization's identity provider to access all your Foxit applications.



This section describes how to set up SAML single sign-on in Foxit Admin Console.

***Tip**: For more details on setting up SAML SSO between Foxit Admin Console and popular identity providers such as Azure AD, Okta, and Google Workspace, please refer to the following articles in Foxit's online support center.*

- Azure Active Directory
  [Azure Active Directory SSO/SAML Configuration]
  [Azure Active Directory User Sync Configuration]
  [Azure Active Directory Automatic License Provisioning]
- Google Workspace
  [Google Workspace SSO/SAML Configuration]
  [Google Workspace User Sync Configuration]
- Okta
  [Okta SSO/SAML Configuration]
  [Okta User Sync Configuration]
  [Okta Automatic License Provisioning]
- OneLogin
  [OneLogin SSO/SAML Configuration]
  [OneLogin Automatic License Provisioning]
- Ping Identity (PingOne)
  [Ping Identity (PingOne) SSO/SAML Configuration]
  [Ping Identity (PingOne) User Sync Configuration]
- Workforce Identity
  [Workforce Identity (formerly Idaptive) SSO/SAML Configuration]
  [Workforce Identity (formerly Idaptive) User Sync Configuration]
- JumpCloud
  [JumpCloud SSO/SAML Configuration]

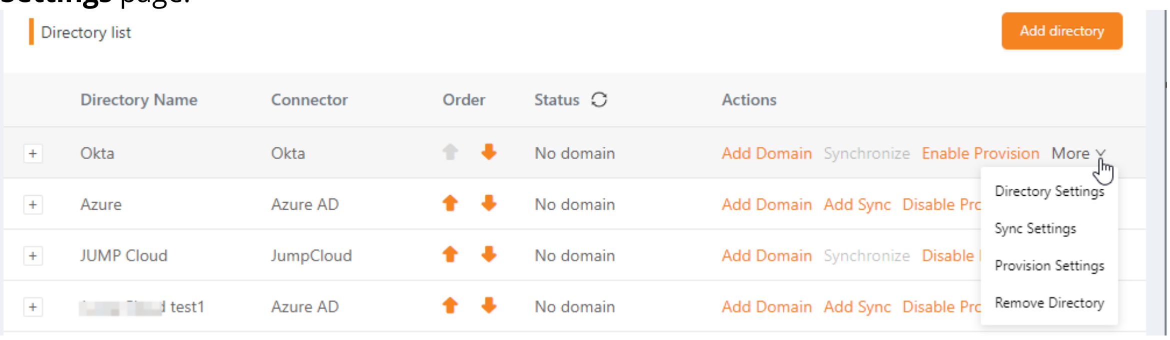
Create a directory

1. Go to **Settings** > **Directory Settings**. On the **Directory Settings** page, select the **Directories** tab.
2. Click **Add directory** to create a directory.

3. Enter a name for your directory and click **Create and Continue**.
4. SAML configuration requires the user's username and email attributes to be configured in your identity provider. Copy the values (about Service Provider's Entity ID and Assertion Consumer Service URL) displayed on the page and paste them to your identity provider.
5. Copy your identity provider details to the following fields:

Field	Description
Identity provider Entity ID	The URL for your identity provider where Foxit applications will accept authentication requests.
Identity provider SSO URL	The URL your users will be redirected to when logging in.
Public x509 certificate	The value for this field begins with '-----BEGIN CERTIFICATE-----'. The certificate contains the public key Foxit applications use to verify that your identity provider has issued all received SAML authentication requests.

6. For the **Choose Connector** item, select an identity provider as the sync source that you want to sync users or user groups from.
7. Click **Save**.
8. The directory you created will be displayed in the Directory list on the **Directory Settings** page.



9. (Optional) You can perform more tasks from the following commands in the **Actions** column in the Directory list. ***Note****: The commands displayed in the* ***Actions*** *column may vary depending on your environment and the configuration you have set.*
   - **Add Domain**: select one or more domains to add to the current directory. If there are no domains, please refer to Add a domain to add domains. (***Note****: You need to verify domains first before you can add a domain to a directory. See also Verify a domain.*)
   - **Add Sync**: follow the on-screen instructions to complete the user sync configuration. *(****Tip****: The steps for user sync configuration vary among different sync sources.)*
   - **Provision**: follow the on-screen instructions to configure user provisioning in your identity provider. After you have activated the provisioning, Foxit Admin Console will automatically assign product licenses to the specified users and groups.

- **Synchronize**: enable automatic synchronization and specify the sync frequency.
- **Cancel auto-sync**: disable the automatic synchronization.
- **Disable**/**Enable Provision**: disable or enable the user provisioning you configured for the directory.
- **More**: when moving the cursor on **More**, you can choose **Directory Settings**/ **Sync Settings**/ **Provision Settings** to modify the directory/ user synchronization/ user provisioning settings, or choose **Remove Directory** to delete the directory.

Add a domain

1. Go to **Settings** > **Directory Settings**. On the **Directory Settings** page, select the **Domains** tab.
2. Click **Add Domain**.
3. In the pop-up dialog box, select the method you want to verify your domain. See also Verify a domain.
4. Enter your domain and select the following domain settings as needed.
   - **Allow other companies to apply for access to this domain**: With this option enabled, other companies that want to access the domain are allowed to send access requests to you.
   - **Default sync for all users with the domain after verification**: With this option enabled, all user accounts with the same domain in the Foxit system will be automatically synchronized to the Admin Console after the domain is verified. If disabled, only the valid configured SSO user accounts within the domain will be synced, and the other user accounts with the same domain will be removed from the Admin Console.
5. Click **Add Domain**. A dialog box will appear confirming that the domain has been successfully added. You can either click **Verify Now** to start verifying domain ownership immediately or close the dialog box to verify it later. See also Verify a domain.
6. The domain you added will be displayed in the domain list on the **Directory Settings** page.
7. (Optional) If you want to remove a domain, click **Remove** in the **Actions** column.

Verify a domain

1. Navigate to the **Directory setting** page under **Settings**.
2. On the **Directory Settings** page, select the **Domains** tab.
3. Navigate to the domain you want to verify in the domain list, and click **Verify** in the **Actions** column in the domain list.
4. In the pop-up dialog box, select TXT Record or HTTPS correspondingly. For details about the two methods for verifying domains, you can follow the instructions above the domain list.
   - DNS – Copy a TXT record to your domain name system (DNS).
   - HTTPS – Upload an HTML file to the root folder of your domain's website.
5. After uploading the HTML file or adding the TXT record, click **Verify Domain**.

6. (Optional) If the domain you added has already been claimed by another organization, you will see a dialog box prompting you to click **Request Access** to send a request to the domain owner for access. Refer to Directory trust for more information.
7. You can view the verification status in the domain list. The status of a domain may show Unverified. For example, verifying domains using DNS may take up to 72 hours for your domain to verify and for DNS changes to take effect.
8. (Optional) To view and modify the details of a verified domain, click **Details** in the **Actions** column. To remove a domain from the domain list, click **Remove** in the **Actions** column. When a verified domain is removed, the users with that domain are no longer managed and won't appear on your managed account page.

Tip: *For more details about verifying a domain, refer to the "How to Verify Domains" article from Foxit's online support center.*

Directory trust

Only one organization can claim ownership of a domain at a time. However, with directory trusting, a directory owner organization can extend trust to other requesting organizations (trustees). The directory owner organization can configure domain settings to enable access requests from other organizations. Once a requesting organization submits a request and receives approval from the directory owner organization, the trustee organization will gain access to all domains linked to the directory.

For admins in the directory owner organization:

1. Navigate to the **Directory setting** page under **Settings**.
2. On the **Directory Settings** page, select the **Domains** tab.
3. To allow other companies to apply for access to the domain, click **Details** in the **Actions** column, and select the **Allow other companies to apply for access to this domain** option in the Domain Details dialog box.
4. If there is any request for the domain from other organizations, you will receive a notification message in the Notification center (the bell icon), located at the top-right corner of the Admin Console window. You can review the requests and decide whether to approve them.
5. (Optional) You can select the options in the **Actions** column to perform additional tasks.
   - **Review Request**: Review requests from other organizations and decide whether to approve the requests.
   - **Revoke Trustee**: After you revoke the trustee, users who have been synchronized to the organization will be deleted and cannot continue using the licenses assigned to them.
   - **Details**: View and modify the domain settings as needed.

For admins in the requesting organization:

1. Navigate to the **Directory setting** page under **Settings**.
2. On the **Directory Settings** page, select the **Domains** tab.
3. When adding or verifying a domain claimed by other organizations, click **Request Access** in the prompt to send requests to the directory owner organization for access to the domain.
4. After the directory owner organization approves your access request, you will receive an email notification. You will then see that the verification status of the domain in the domain list shows it is trusted and verified.
5. (Optional) You can select the options in the **Actions** column to perform additional tasks.
    - **Resend Request**: Send the access request to the directory owner organization again.
    - **Cancel Request**: Cancel the access request for the domain.
    - **Revoke**: Click **Revoke** to withdraw your trustee status if you no longer need to access the trusted domain. If the domain is linked to a directory, after withdrawing your trustee status, you will not be able to access the directory and all domains within the directory, and users who have been synchronized to the directory owner organization will be deleted and cannot continue using the assigned licenses.

Authentication Settings

On the **Authentication Settings** page under **Settings**, administrators (Super Admin, System Admin, and Configuration Admin) can do the following authentication settings:

Password settings:

Select or change a level for the password authentication policy to apply to all users across your organization.

Two-step verification:

Administrators can turn on two-step verification to enhance account security. Once turned on, users in your enterprise will be prompted to enter a verification code received via email or on an authentication app when logging in. They can also customize their two-step verification method in their account security settings.

Organization name configuration:

To show the first-level OU name (instead of the enterprise name) as the organization name on the organization selection prompt during the login process for end users, enable the **Display the top-level organization name** option.

Login settings for automatic SSO:

If you (the administrator) have configured single sign-on (SSO), users are permitted to log in to Foxit products using the configured SSO account only for enhanced login security. To allow specific users/groups within the enterprise to log in using their Foxit accounts instead of their SSO accounts, click **Add users** and **Add groups** in the **Disabled users** tab and the **Disabled groups** tab respectively to include them. If you need to delete a user/group you have added, simply select the user/group and click the **Delete** button.

Enterprise Brand Customization

On the **Enterprise Customization** page, administrators can customize or modify the following logos or names to match your company's brand. After completing the settings, click **Save** at the bottom of the page. Or click **Reset** to return to the default settings.

Customize Admin Console:

Click **Browse** to select an image for the Admin Console logo (which appears at the top-left corner of the Admin Console window), and the enterprise image (which appears on the **Home** page). Click the icon to preview the result.

Customize email templates:

Click **Browse** to select an image for the logo in emails and enter the company name that appears at the bottom of the email messages sent to your end users.

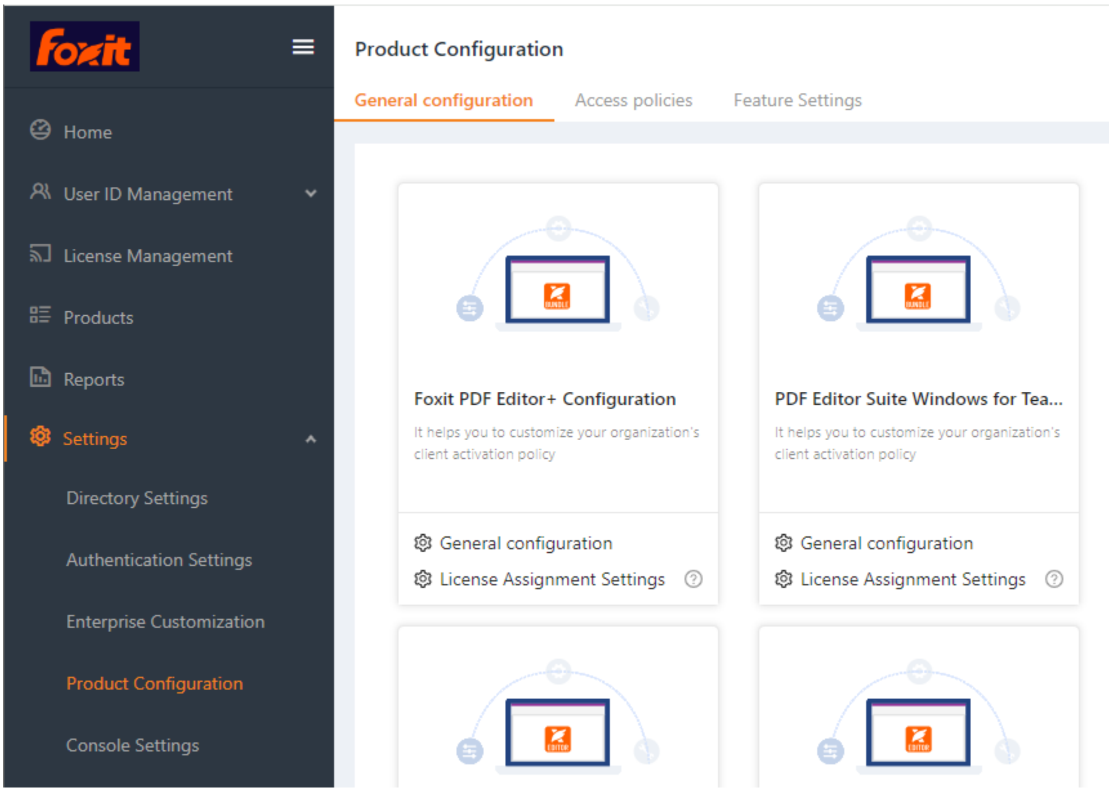
You can choose to notify users via email when assigning, updating, or unassigning licenses by selecting the corresponding options. For these notification emails, you can either utilize the default templates or create custom email templates. To edit a custom email template, select **Custom email template** and click **Edit message** to modify the content. You can preview the overall design of both default and custom email templates, including the logo, company name, and text messages, by clicking **Preview**.

Customize Foxit PDF Editor Cloud:

Customize the company logo and the company name that appear on the Foxit PDF Editor Cloud webpages.

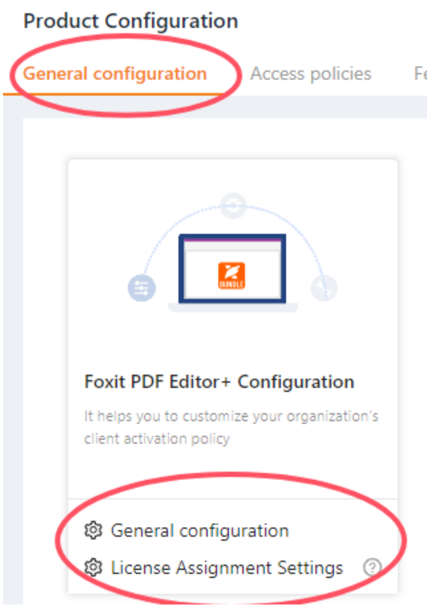
Product Configuration

To apply better and more precise control on the access to Foxit applications, you can do more configuration on the **Product Configuration** page. The page contains three tabs: **General configuration**, **Access policies**, and **Feature Settings**.



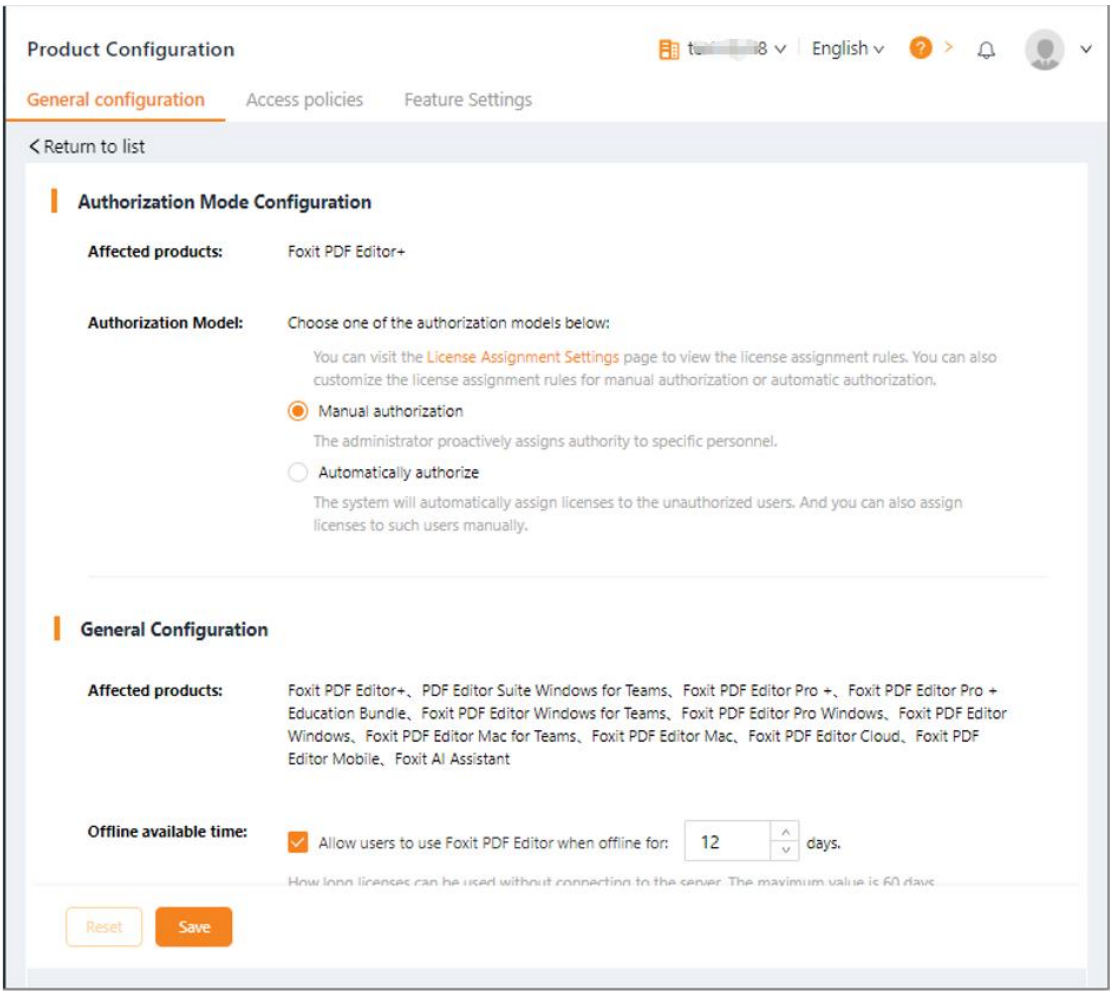
General configuration

Administrators can configure the authorization and activation of Foxit products on clients. On the **General configuration** tab, there are two items for each product: **General configuration** and **License Assignment Settings**. Clicking on each item opens the corresponding page where you can customize the settings as needed.



General configuration

On the **General configuration** page, you can do settings as necessary.



Authorization Mode Configuration

Affected products: the products affected by the Authorization Mode Configuration settings.

Authorization Model: Select an authorization model to assign licenses to users.

- **Manual authorization**: With this model selected, administrators can specify which users to assign licenses to. Only the assigned users can activate Foxit PDF Editor successfully after logging in with their accounts. This model is selected by default.
- **Automatically authorize**: Select this model, and each user will be allowed to activate Foxit PDF Editor once they log in with their accounts as long as there are available licenses.

***Note**: For the Foxit eSign products, besides the authorization mode configuration, admins* *can do more settings in Foxit eSign. To do this, click **More configuration for Foxit eSign** under the setting of authorization model, and the **Settings** page of Foxit eSign will be opened in a new tab. For details on the eSign settings, please refer to the instructions on Foxit eSign on our online help center.*

General Configuration

Affected products: the products affected by the General Configuration settings.

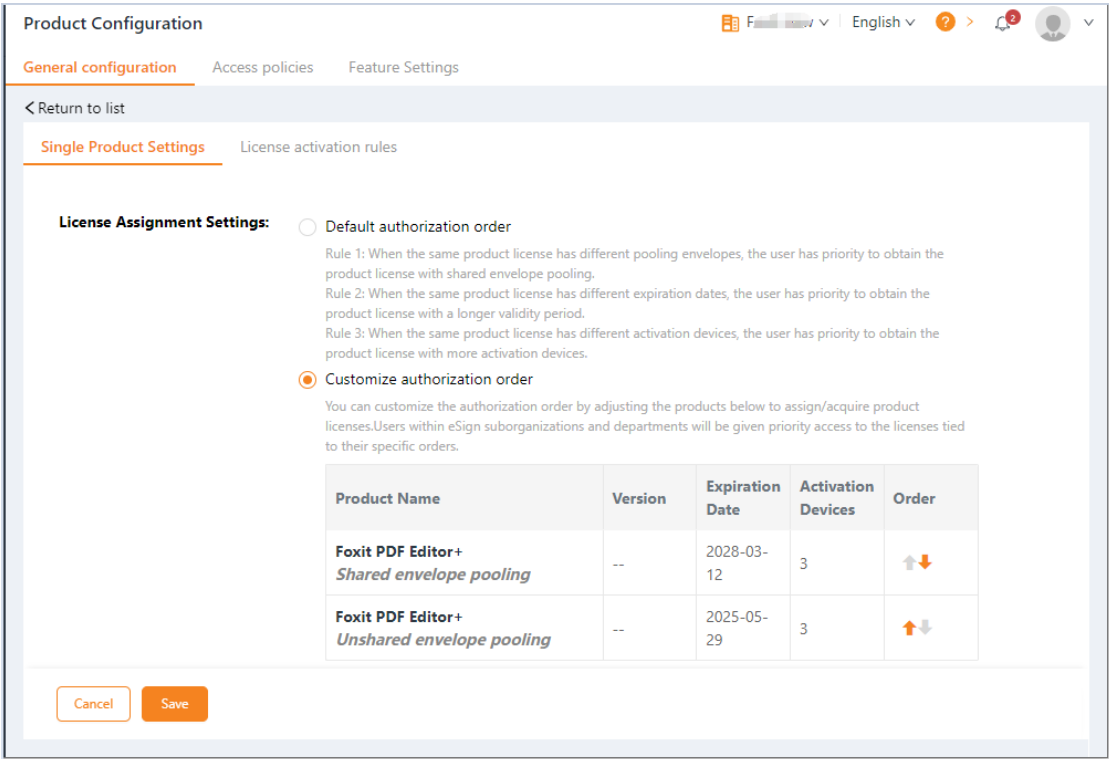
Offline available time: Select the **Allow users to use Foxit PDF Editor when offline for: n days** option, and specify a time period after which Foxit PDF Editor on the devices will be automatically deactivated if those devices do not connect to the Admin Console server (e.g. devices are switched off or do not connect to the Internet). Generally, if deactivated because of the failure to connect to the server, Foxit PDF Editor can be activated again once users connect their devices to the server, unless the licenses are revoked or expire. By default, this option is selected and the time period is set to 14 days.

Automatic deactivation: Users who do not launch Foxit PDF Editor for a specified time period will have their licenses automatically revoked. You can specify the time period as necessary. The minimum is 90 days.

Mac address range restriction: Specify MAC addresses to allow only the clients with the MAC addresses specified to activate Foxit PDF Editor. You can also add multiple MAC addresses at once by importing a CSV file with a list of MAC addresses you want to add.

License Assignment Settings

For a product with different license types or for licenses with different expiration dates, you can customize the license assignment rules on the **License Assignment Settings** page.



In the **Single Product Settings** tab, choose an option to set the priority of how clients obtain authorization.

- **Default authorization order**: With this option selected, clients will automatically activate the product with the available licenses in the default authorization order.
- **Customize authorization order**: Select this option and set the authorization order (priority) as needed by clicking the arrows in the table, where licenses are listed top to down in descending order of priority. Higher priority licenses are used before lower priority licenses.

In the **License activation rules** tab, licenses are listed in descending priority from top to bottom, which indicates the default order for license activation. In scenarios where users may hold multiple licenses for a specific product, if there are no activation restrictions for specific versions, licenses will be activated based on the default order delineated in the tables.

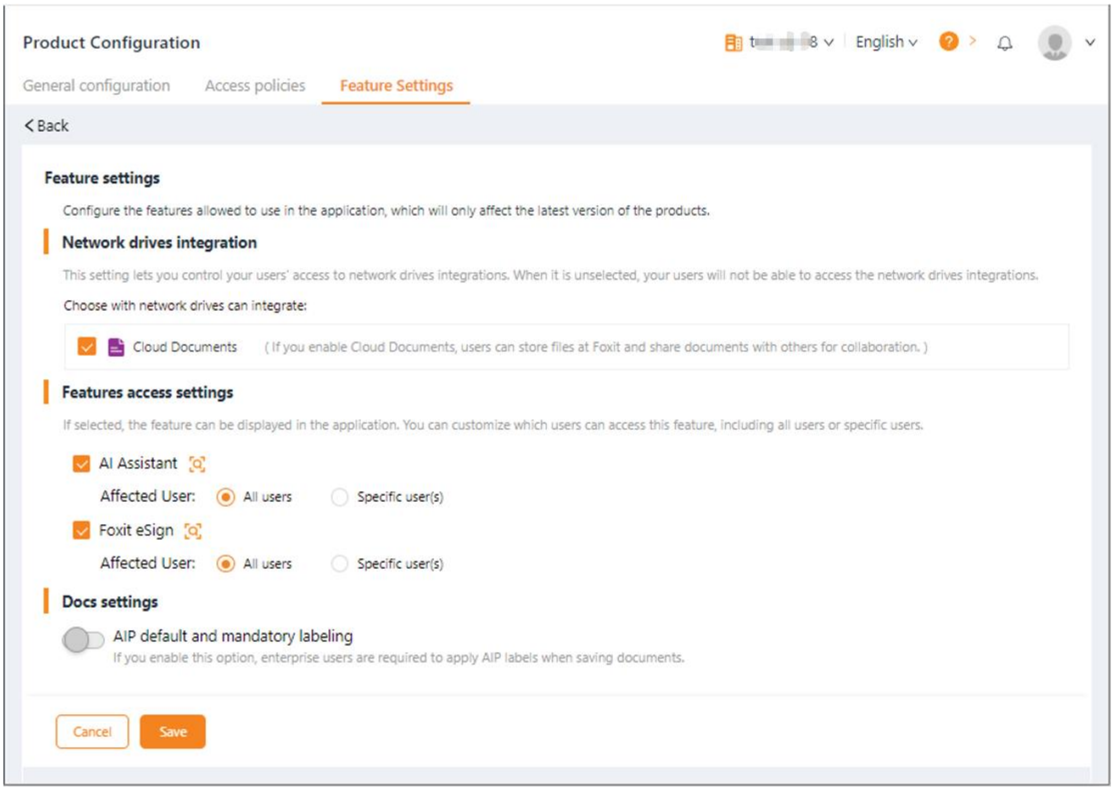
Access policies

For licenses allowing authorization across multiple Foxit products, administrators can restrict specific products for all or specified users after license assignment. On the **Access policies** tab, configure access policies for products as required.

Feature Settings

On the **Feature Settings** tab, you can manage users' access to network drive integrations or specific features of a Foxit product.

To configure this, select or deselect the network drives or features to enable or disable access to them. You can grant access to all users or specify which users have access to the features. For Foxit PDF Editor Mobile, you can enable the **AIP default and mandatory labeling** option to require end users to apply AIP labels to their PDF documents before they can save or share the documents with Foxit PDF Editor Mobile.

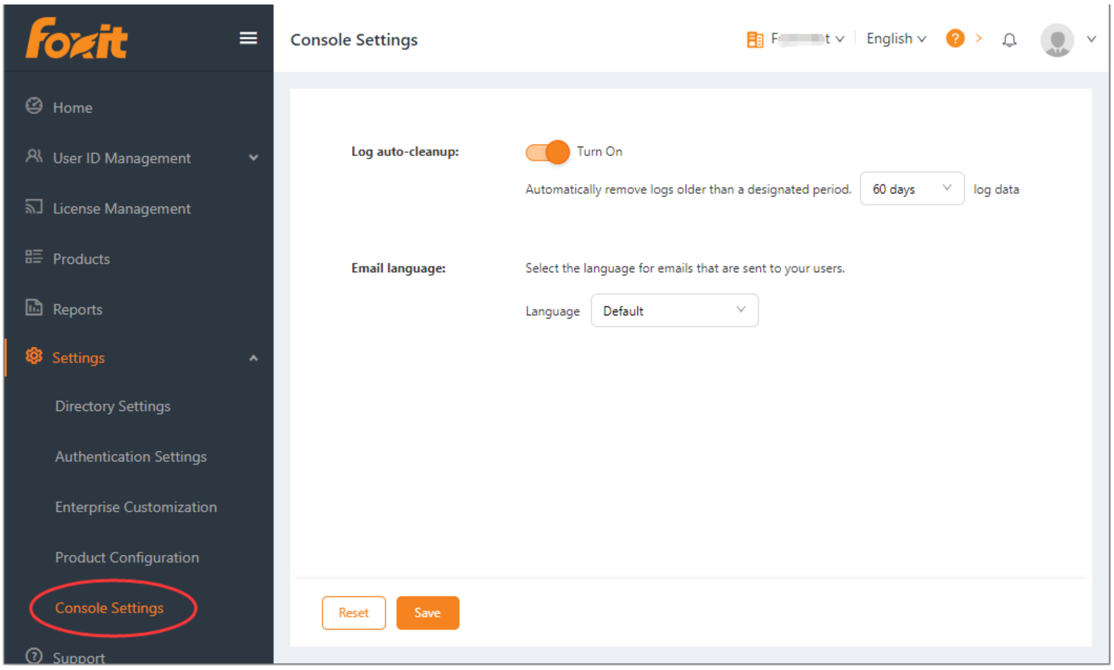


Console Settings

On the Console Settings page, do the following settings:

Log auto-cleanup: As needed, you can purge old logs to reduce the amount of disk space that the log data occupies. To do this, on the **Console Settings** page, turn on the **Log auto-cleanup** process and specify a time period (N days) to delete the log data older than N days.

Email language: specify the language of your emails that are sent to your users. The default email language is your Admin Console language.



Support

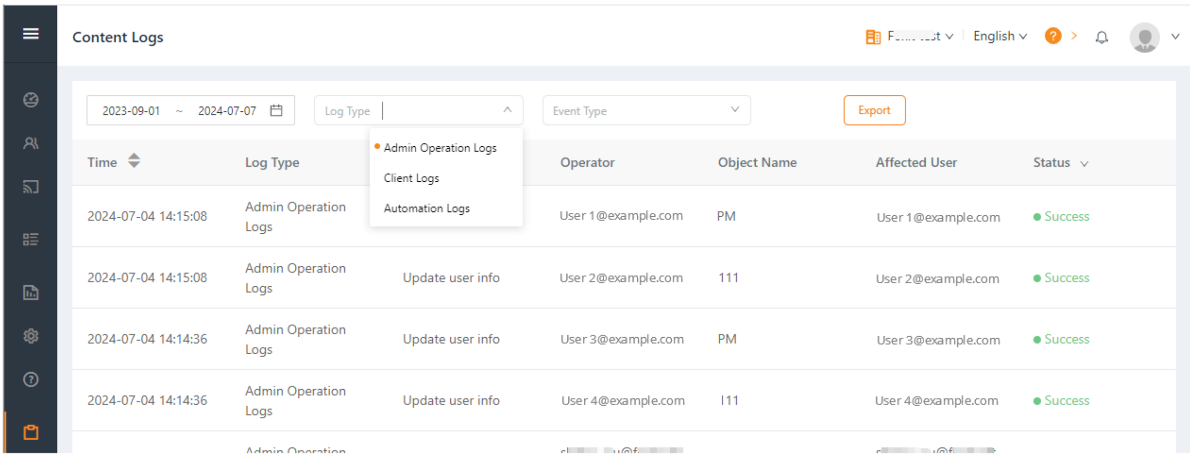
Feel free to contact us should you need any information or have any problems with our products. We are always here, ready to serve you better. To get support, you can go to the **Support** page, and do any of the following:

- Foxit AI Assistant – To access the AI Assistant, click **Ask AI Assistant** or simply click the AI Assistant icon  located in the lower-right corner of the Admin Console window. Then you can type your queries directly to the AI Assistant, or type "/" for additional smart commands. The AI Assistant is designed to help administrators efficiently navigate and manage licenses, products, and users within their organizations. By leveraging resources like Foxit Knowledge Base, the AI Assistant guides administrators in utilizing specific functions and executing tasks within the Admin Console.
- Foxit Admin Console Knowledge Base – Click **View** to access online help for Foxit Admin Console on Foxit's Support Center. ***Tip***: *You can also click the question mark icon at the top-right corner of the Admin Console to access the online help.*
- Foxit Admin Console User Manual – Click **View** to open the administrator guide and find the detailed instructions on using Foxit Admin Console.
- View the service status – Click **View** to check the current and past status of Foxit services, including the Foxit website, Admin Console, and eSign. To get email notifications whenever Foxit creates, updates, or resolves an incident, you can subscribe to the update notifications.
- What's new – Click **View** to see a list of new features or enhancements in the recent updates for Foxit Admin Console.
- Create a Support Ticket – Click **Create a ticket** to submit a support ticket to us. Click **View issues** to view and search all the tickets you have submitted.

- Contact us via email or phone.

Content Logs

The **Content Logs** page keeps track of administrators' actions on the Admin Console and the user data collected from clients. Depending on the environment, the page shows different types of logs including Admin Operation Logs, Internal Update Logs, Rolled Back Logs, Client Logs, and Automation Logs.



From the lists on the page, you can see details like when an action is performed, the action type (event type), and the status (whether the action is performed successfully).

- Admin Operation Logs - Records all the actions performed by the administrator.
- Client Logs – Records the events that occur in end users' devices or web browsers.
- Automation Logs – Records the events that are associated with automatic authorization.

To filter log data, specify the criteria and click **Search**. You can also export and download log data to CSV files.

Contact Us

Feel free to contact us should you need any information or have any problems with our products. We are always here, ready to serve you better.

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