PACIFIC GUARDIAN LIFE

How To:

View Users in User Access Management

Applies To	**Section**	**Last Updated**
Policy Administrators	User Access Management	2026

Overview

This guide walks Policy Administrators through navigating to the User Access Management screen and reviewing the users who have access to the Groups and Accounts they administer, including viewing user details and assigned permissions.

Black boxes in screenshots are used to redact internal Group/Account identifiers and Personally Identifiable Information (PII).

Before You Begin

Before starting, confirm that you meet the following access requirements:

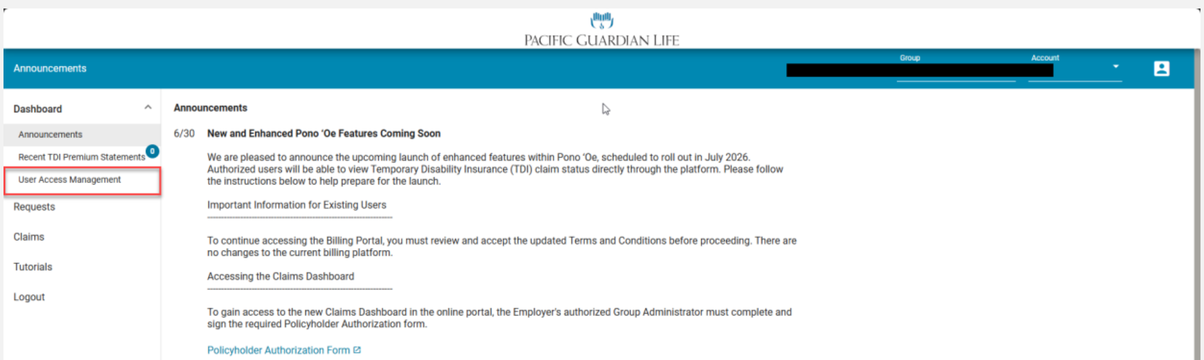
- You are logged in to Pono ‘Oe with Policy Administrator access.
- You are assigned as the Policy Administrator for at least one Group and Account.

Part 1: Navigating User Access Management

1

Log In and Locate User Access Management

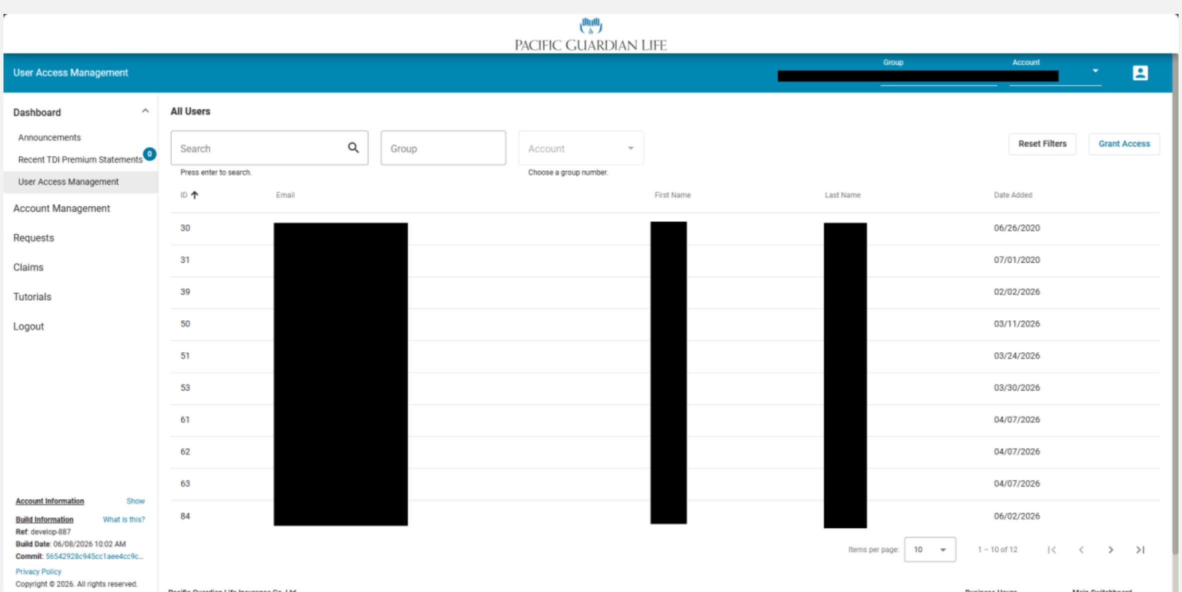
After logging in to Pono ‘Oe, look for the User Access Management option in the left navigation bar. This option is only visible if you have Policy Administrator access for at least one Group or Account.



2

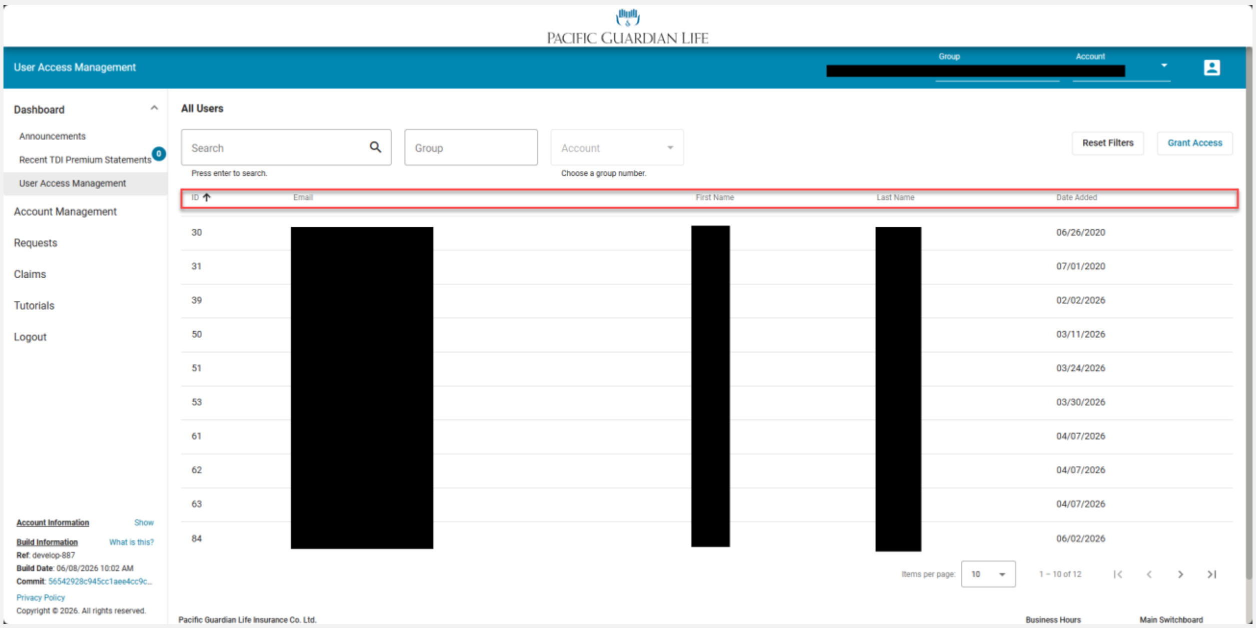
Click User Access Management

Click the User Access Management option. You will be taken to the User Access Management screen, which displays all Pono ‘Oe users who currently have access to the Groups and Accounts you administer.



3 Review the User List

The list displays the following information for each user at a glance: User ID, First Name, Last Name, Email Address, and the Date they were added to Pono ‘Oe.



NOTE

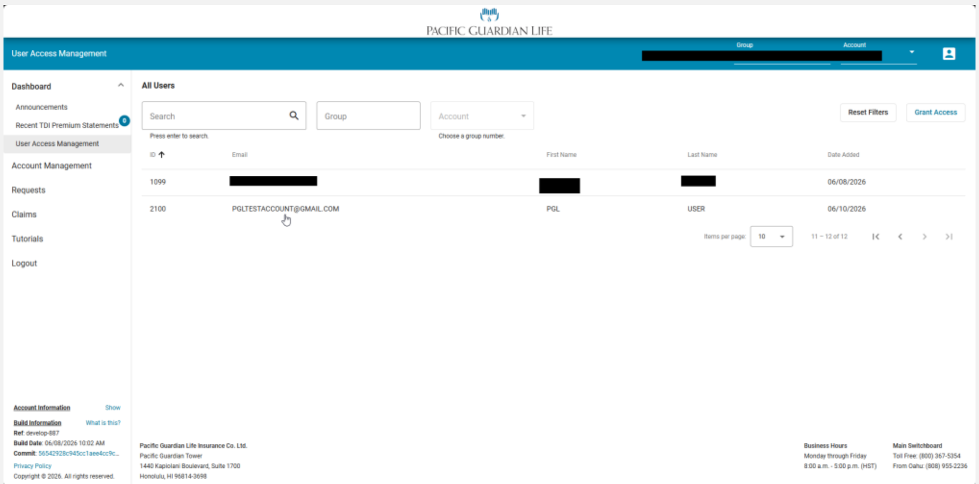
This list only shows users who have access to Groups and Accounts that you are the Policy Administrator for. Users who have access to other Groups and Accounts outside of your administration will not appear here.

Part 2: Viewing a User's Details

1

Click on a User Record

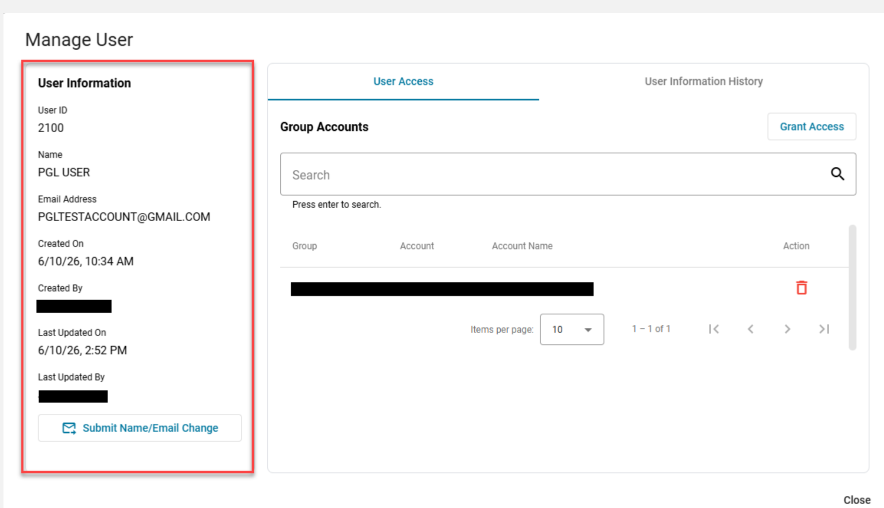
From the user list, click on any user's name or record to open their detail view.



2

Review User Information

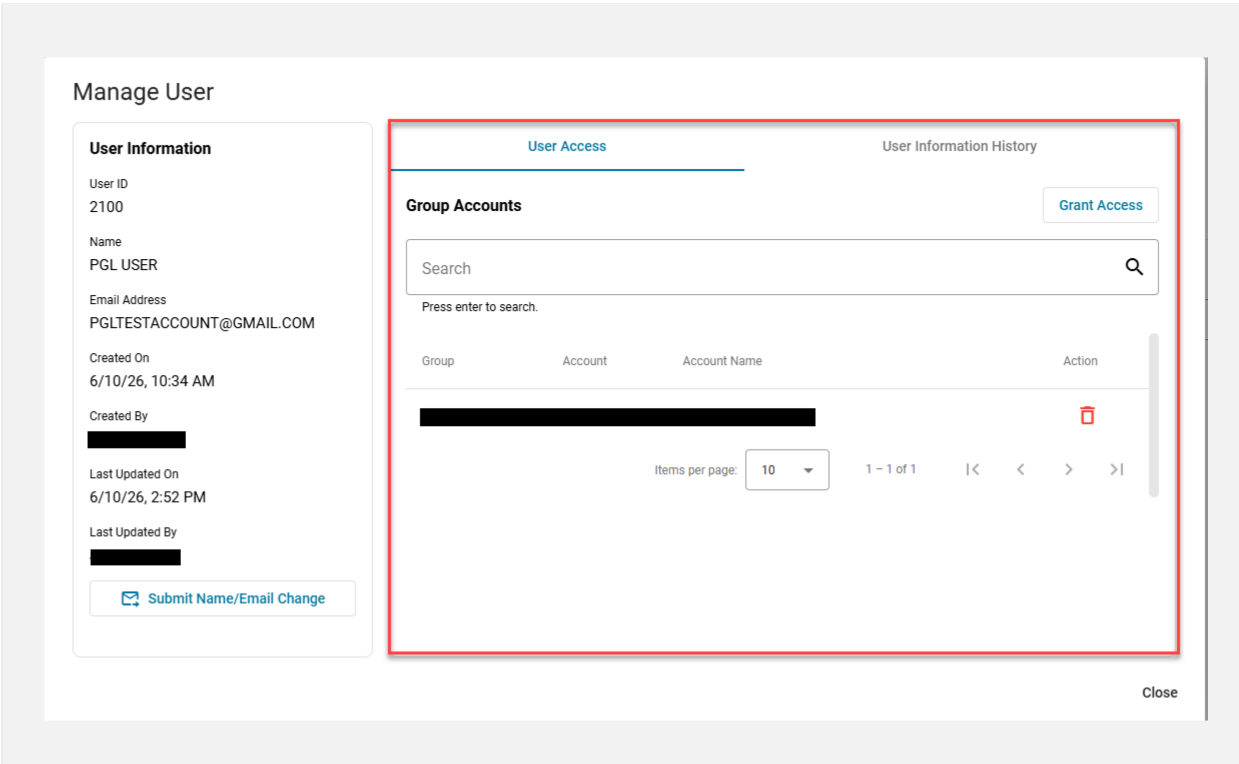
The User Information section displays the following details for the selected user: User ID, Name, Email Address (which also serves as their username), Date the account was Created On, Created By, Last Updated On, and Last Updated By.



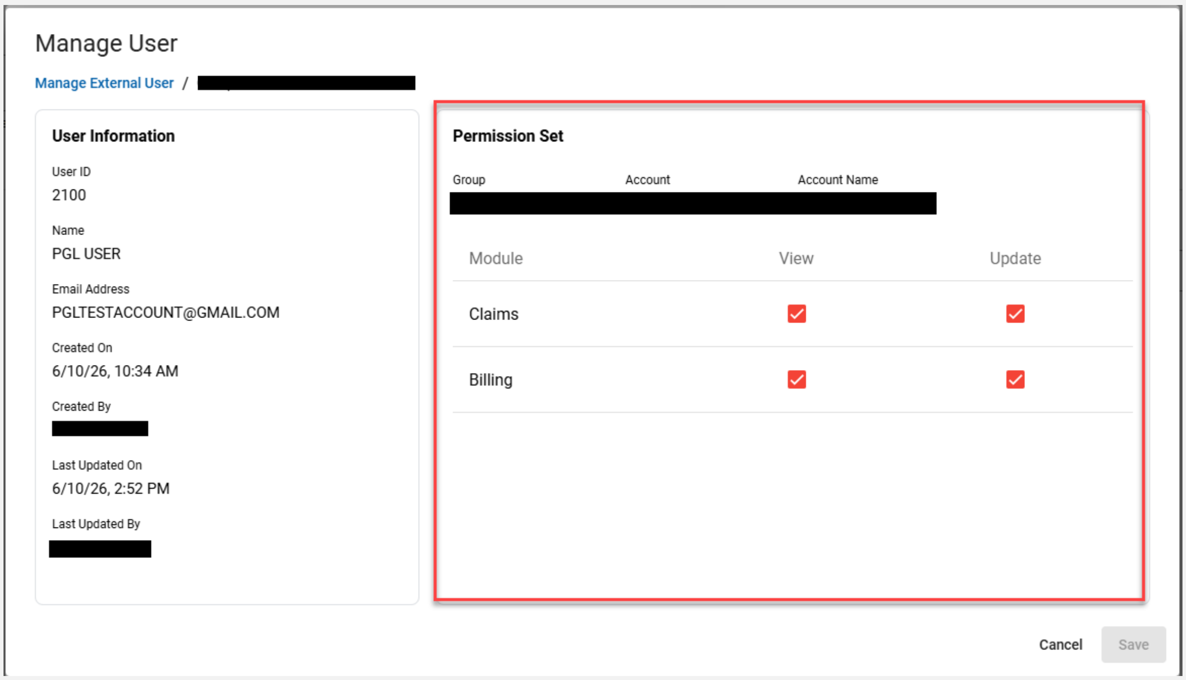
3

Review Group Accounts

Scroll down to the Group Accounts section. This displays all Groups and Accounts you administer that the user currently has access to. Note that the user may have access to additional Groups and Accounts outside of your administration that will not be visible here.



4	**Click a Group/Account Record to View Permissions** Click on any Group or Account record within the Group Accounts section to view the specific permissions that have been assigned to this user for that Group and Account.



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