

G2G Cloud Solutions

Business User Administration Guide

Original Date & Author: July 10, 2019 (AT)
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Application: myG2G
Required Software: Web Browser

Contents

G2G Cloud Solutions – User Administration Guide.....	1
Contents	1
Purpose	1
Tips.....	1
Step-by-Step.....	2
Support Resources	16

Purpose

This document explains how business user admins may update, add and copy users; as well as how to edit an user's available products.

Tips

- You must have security rights to maintain user accounts.
- An email address is required for all users.
- Main functions of the user administration role:
 - Search for users (All, Active, In-active)
 - Edit products on an individual user
 - Create a new user
 - Copy existing user to new user
 - Copy existing user security and products to another existing user
 - Activate or In-Activate users
- Edit User Product function keys:
 - << Moves highlighted products out of the Selected Products
 - >> Moves highlighted products from Available Products to Selected Products
 - All << Moves ALL products from the Selected Products to Available Products
 - All >> Moves all products from Available Products to Selected Products
- System notification messages will briefly appear in the upper right-hand corner of the page.
- Application may behave differently based on browser (i.e., Chrome, Internet Explorer, Firefox)

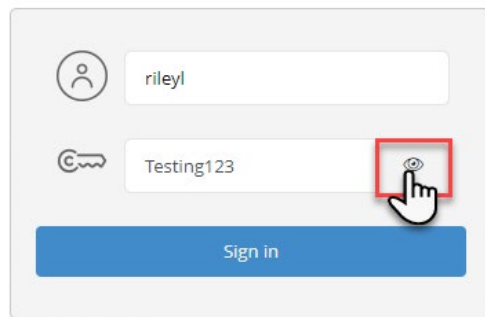
Step-by-Step

From a web browser enter the following URL: <https://my.g2gcloud.com/G2G>

1. The following page should be displayed.
2. Enter username and password.
3. Click on the eye icon to view your password and confirm that you have entered it correctly.
4. Then, click "Sign In"

Welcome to G2G Cloud Solutions

The One-Stop Website for Managing Your
G2G Cloud Solutions Account.



A screenshot of the login form. The username field contains 'rileyj' and the password field contains 'Testing123'. A red box highlights the eye icon in the password field, with a hand cursor pointing to it. Below the form is a blue 'Sign in' button.

[Forgot Password?](#)

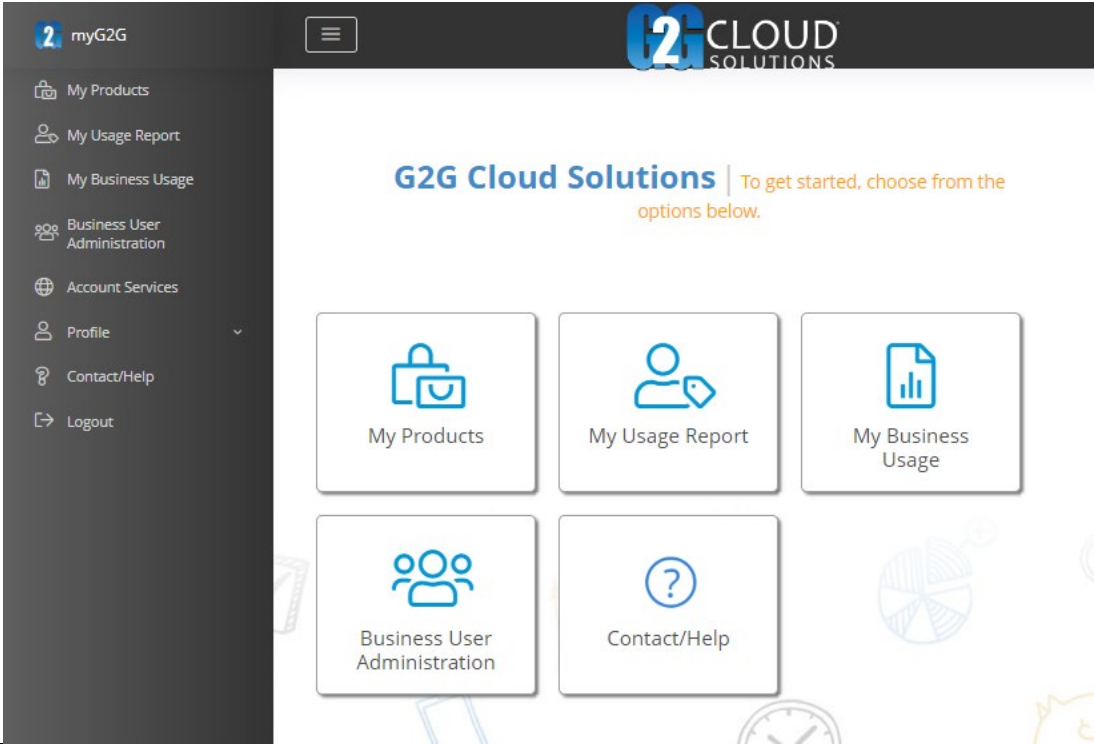
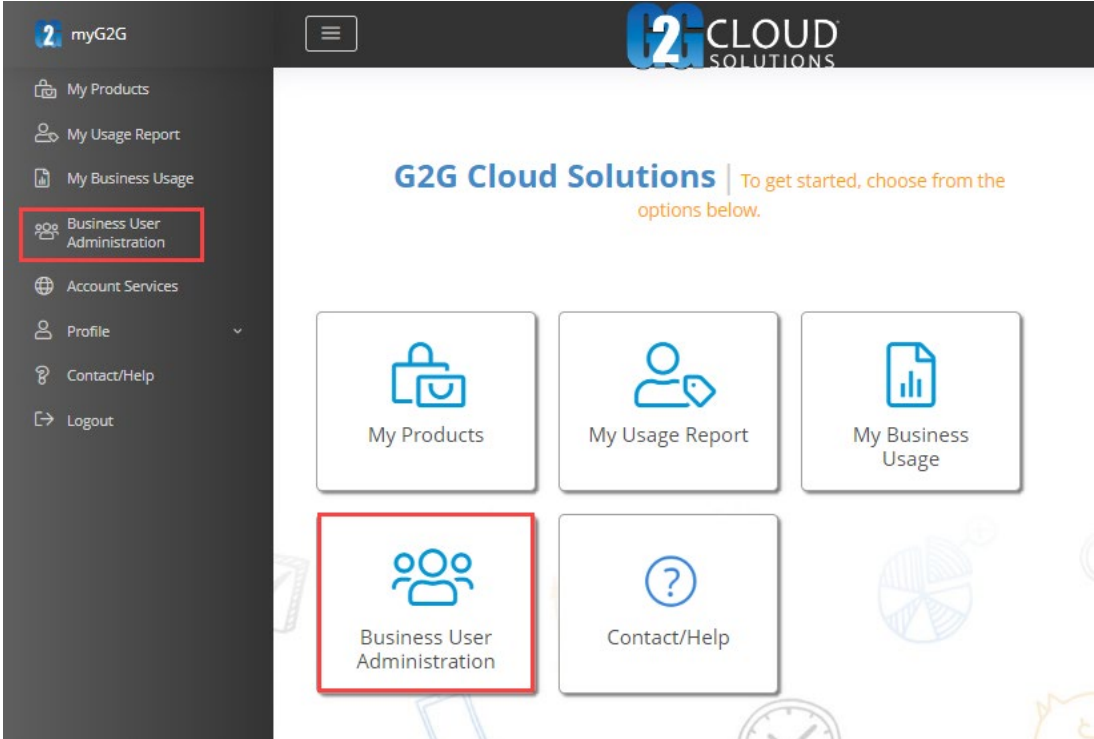
Welcome to G2G Cloud Solutions

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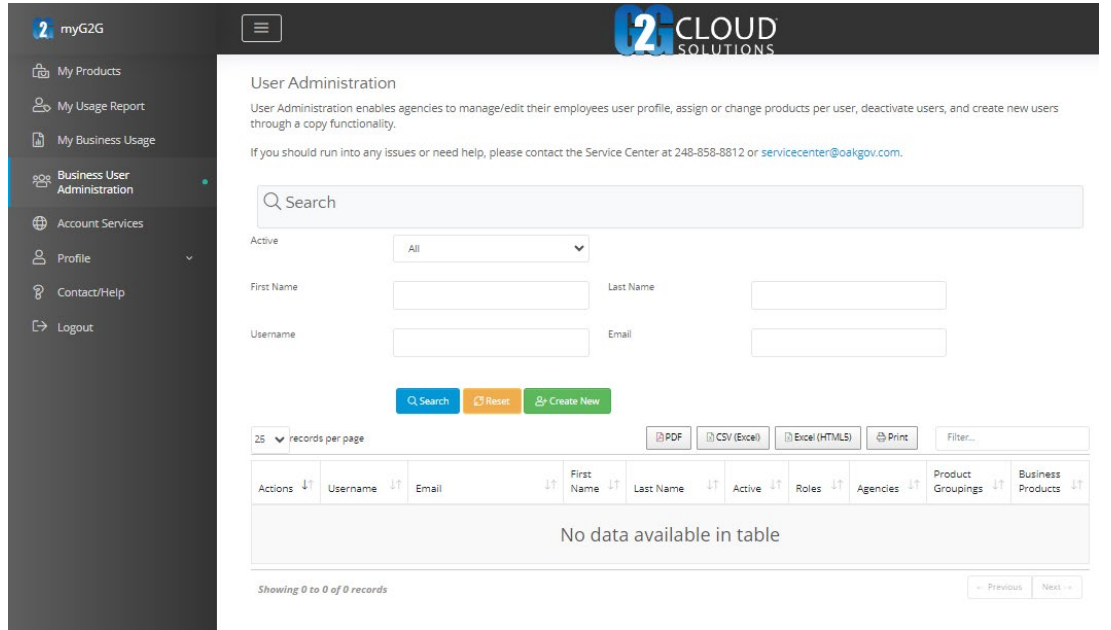


A screenshot of the login form. The username field contains 'rileyj' and the password field contains '.....'. The eye icon in the password field is now a closed eye, indicating the password is visible. A red box highlights the 'Sign in' button, with a hand cursor pointing to it.

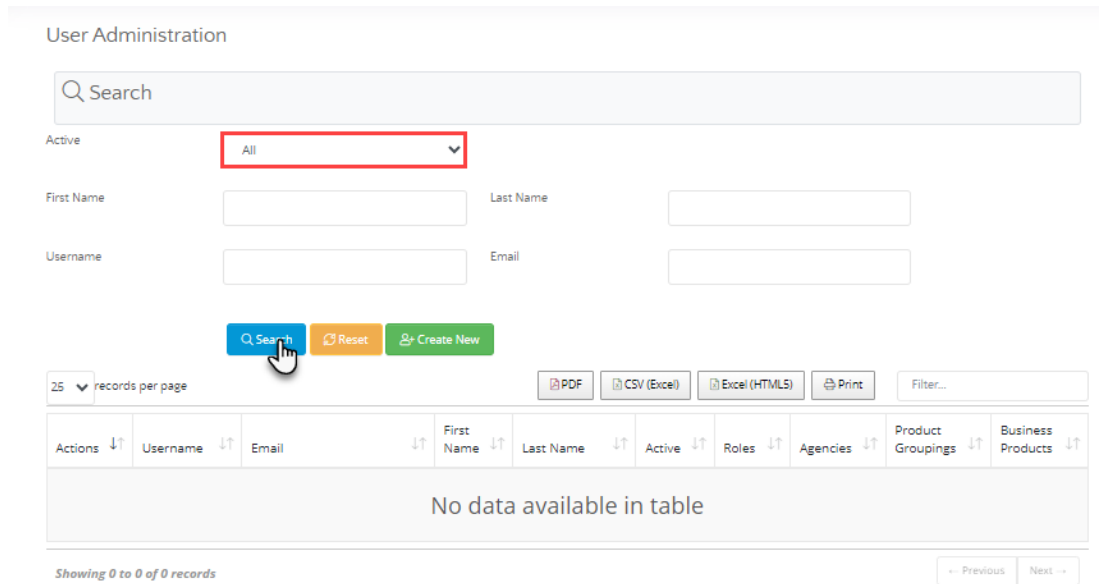
[Forgot Password?](#)

<p>5. The G2G Cloud Solutions page should be displayed.</p>	
<p>6. Business User Administration can be accessed by clicking on either homepage navigation button, or by selecting from the side bar menu.</p> <p>7. <i>Note: Homepage menu tiles will be visible dependent on assigned user roles.</i></p>	

6. The Business User Administration page will be displayed.



7. To search for all users, Click **Search**.



8. All users active and in-active in your agency will be displayed.

User Administration

Search

Active: All

First Name: Last Name:

Username: Email:

Search Reset Create New

25 records per page PDF CSV (Excel) Excel (HTML5) Print Filter...

Actions	Username	Email	First Name	Last Name	Active	Roles	Agencies	Product Groupings	Business Products
	JELLEN	jallen@seavertitle.com	Jessica	Allen	N	Business Regular User			RDP2 - Search Transaction, RDP3 - Document View
	DBARRIS	dbarris@seavertitle.com	Dave	Barris	Y	Business Regular User			Residential Property Profile, Current Tax Profile, Delinquent Tax Statements
	JBEARD	skinney@seavertitle.com	Jaimie	Beard	N	Business Regular User			Current Tax Profile, Delinquent Tax Statements
	NBISKE	nbiske@seavertitle.com	Nancy	Biske	Y	Business Regular User			Delinquent Tax Statements, RDP3 - Document

9. To display only active users, Select **Yes** from the Active dropdown.

10. Click **Search**

Note: To view all in-active users select **No** from the Active dropdown.

User Administration

Search

Active: All (dropdown open with Yes selected)

First Name: Last Name:

Username: Email:

Search Reset Create New

11. To search for a user using any desired credentials.

12. Click **Search**

User Administration

Search

Active: All

First Name: Last Name: taylor

Username: Email:

Search Reset Create New

13. User(s) matching your search criteria will be displayed in the results grid.

User Administration

Search

Active: All

First Name: Last Name: **taylor**

Username: Email:

Search Reset Create New

25 records per page PDF CSV (Excel) Excel (HTMLS) Print Filter...

Actions	Username	Email	First Name	Last Name	Active	Roles	Agencies	Product Groupings	Business Products
	TAYLORJI	riley@oakgov.com	Jill	Taylor	N	Business Regular User			RDP2 - Search Transaction, RDP3 - Document View
	TOOLMAN	riley@oakgov.com	TIM	TAYLOR	Y	Business Admin User, myG2G Jump			Residential Property Profile, Survey Oakland Product,

14. To edit user information or products, Click the **Edit** icon.

Actions	Username	Email	First Name	Last Name	Active	Roles	Agencies	Product Groupings	Business Products
	TAYLORJI	riley@oakgov.com	Jill	Taylor	N	Business Regular User			RDP2 - Search Transaction, RDP3 - Document View

15. Edit User Info page will be displayed.

Note: If user information is updated, the **Save** button must be clicked.

User Administration

← Back to User Administration

User Info

Active: Business Account: SEAVER TITLE COMPANY

First Name: jill Last Name: Taylor

Username: TAYLORJI Email: oaktest@yahoo.com

Address Line 1: 42651 Woodward Address Line 2:

City: Bloomfield Hills State: MI

Zip: 48304 Phone: 555-888-1111

Roles: Business Regular User

Agencies: Product Groupings: Product Names:

Business Products Edit

Index	Usage Type	Product Description	Renewal	Price	Active
1	Transaction	Current Tax Profile	None	\$2.50	Active
2	Transaction	Delinquent Tax Statements	None	\$1.50	Active

Save Cancel Reset User Password Send New User Email

16. To edit a user's Business Products, scroll down to the Business Products box and click on the Edit button.

Q User Info

Active Business Account SEAVER TITLE COMPANY

First Name Jill Last Name Taylor

Username TAYLORJI Email oaktest@yahoo.com

Address Line 1 42651 Woodward Address Line 2

City Bloomfield Hills State MI

Zip 48304 Phone 555-888-1111

Roles: Business Regular User

Agencies

Product Groupings

Product Names

Business Products Edit

Index	Usage Type	Product Description	Renewal	Price	Active
1	Transaction	Current Tax Profile	None	\$2.50	Active
2	Transaction	Delinquent Tax Statements	None	\$1.50	Active

17. The Edit Business Product pop-up window will appear.

Edit Business Products

Available Business Products

Selected Business Products

Current Tax Profile (T)
Delinquent Tax Statements (T)

All >>
>>
<<
<< All

*** Hold down CTRL key to select multiple ***
Products labeled with a (S) are billed as a monthly Subscription and products with a (T) are charged per Transaction.

Update Cancel

18. Select the product(s) to be added/removed and then click the arrow. Once the product is moved to the desired side, click Update.

The screenshots show the 'Edit Business Products' interface. The top screenshot shows the 'Available Business Products' list with 'Delinquent Tax Statements (T)' highlighted. A red circle '2' points to the '<<' arrow button. The 'Selected Business Products' list contains 'Delinquent Tax Statements (T)' and 'Current Tax Profile (T)'. A red circle '1' points to the selected item in the 'Selected Business Products' list. Below the lists are buttons for 'All >>', '>>', '<<', and '<< All'. A green 'Update' button and a grey 'Cancel' button are at the bottom. A note below the lists reads: '*** Hold down CTRL key to select multiple ***' and 'Products labeled with a (S) are billed as a monthly Subscription and products with a (T) are charged per Transaction.'

The bottom screenshot shows the same interface. The 'Available Business Products' list now contains 'Delinquent Tax Statements (T)'. The 'Selected Business Products' list contains 'Current Tax Profile (T)'. The '<<' arrow button is highlighted with a blue border. A mouse cursor is clicking the green 'Update' button. The same note and buttons are present.

19. A success message will briefly appear on the screen.

The screenshot shows the 'User Administration' page. At the top right, there is a green success message banner that reads: 'User's Business Products have been successfully updated'. Below the banner, the page title is 'User Administration'. The main content area contains the text: 'User Administration enables agencies to manage/edit their employees user profile, assign or change products per user, deactivate users, and create new users through a copy functionality. If you should run into any issues or need help, please contact the Service Center at 248-858-8812 or servicecenter@oakgov.com.' At the bottom left, there is a button labeled '<- Back to User Administration'. The G2G Cloud Solutions logo is visible in the top right corner.

20. To create a new user, from the Business User Admin page, click "Create New".

The screenshot shows the 'User Administration' interface. At the top, there is a search bar and a dropdown menu set to 'All'. Below these are input fields for 'First Name', 'Last Name', 'Username', and 'Email'. A row of buttons includes 'Search', 'Reset', and 'Create New', with a mouse cursor clicking on 'Create New'. Below the buttons is a 'records per page' dropdown set to '10' and a search input field. At the bottom, a table header lists columns: 'Actions', 'Username', 'Email', 'First Name', 'Last Name', 'Active', 'Roles', 'Agencies', 'Product Groupings', and 'Business Products'. The table content is empty, displaying 'No data available in table' and 'Showing 0 to 0 of 0 entries' with 'Previous' and 'Next' navigation buttons.

21. The Create New User pop-up window will appear, enter the new user credentials.

Note: New user will default to Active

The screenshot shows the 'Create New User' pop-up window. It contains the following fields and values:

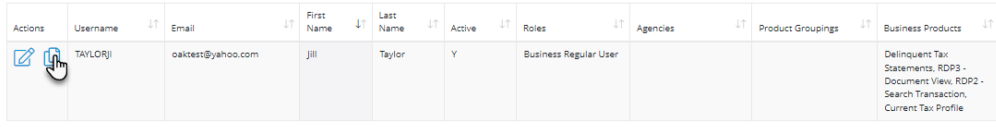
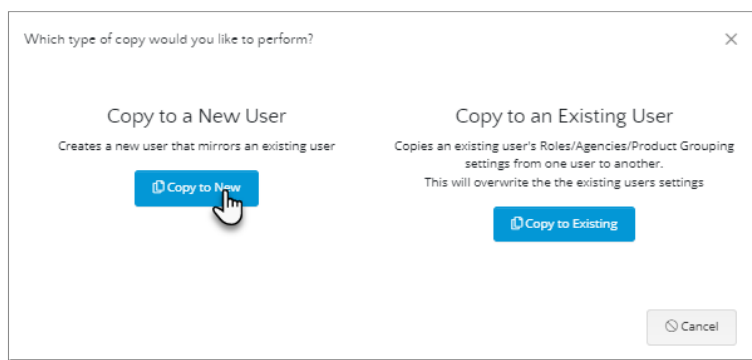
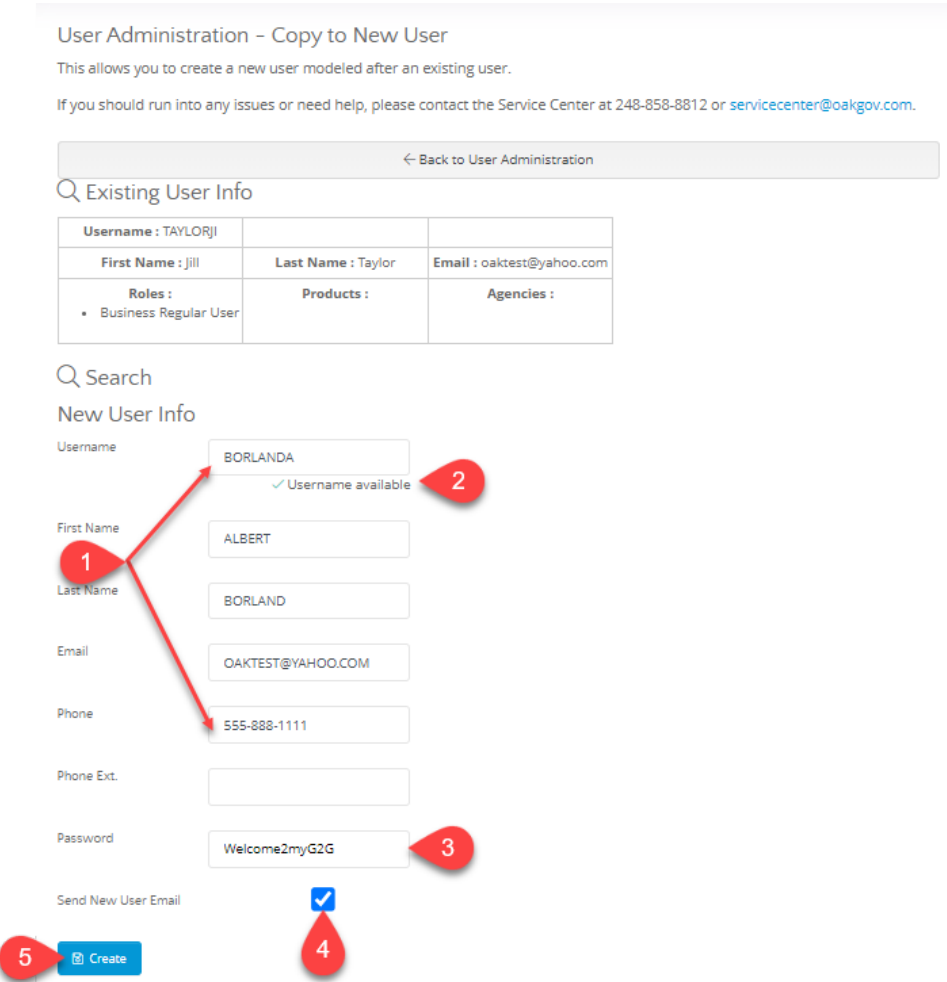
- Customer: SEAVER TITLE COMPANY
- Active:
- First Name: JOHN
- Last Name: BINFORD
- Username: BINFORDJ (with a green checkmark and 'Username available' text below)
- Email: OAKTEST@VAHOO.COM
- Address Line 1: 123 MAIN ST
- Address Line 2: (empty)
- City: DETROIT
- State: MI
- Zip: 48435
- Phone: 555-888-1111

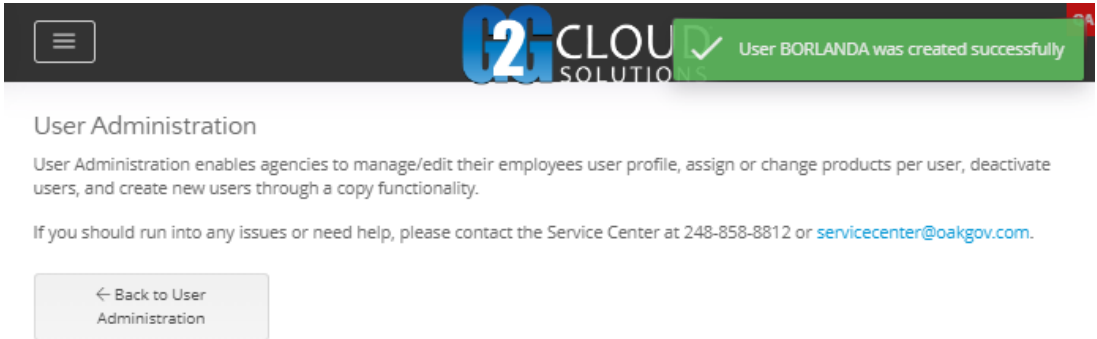
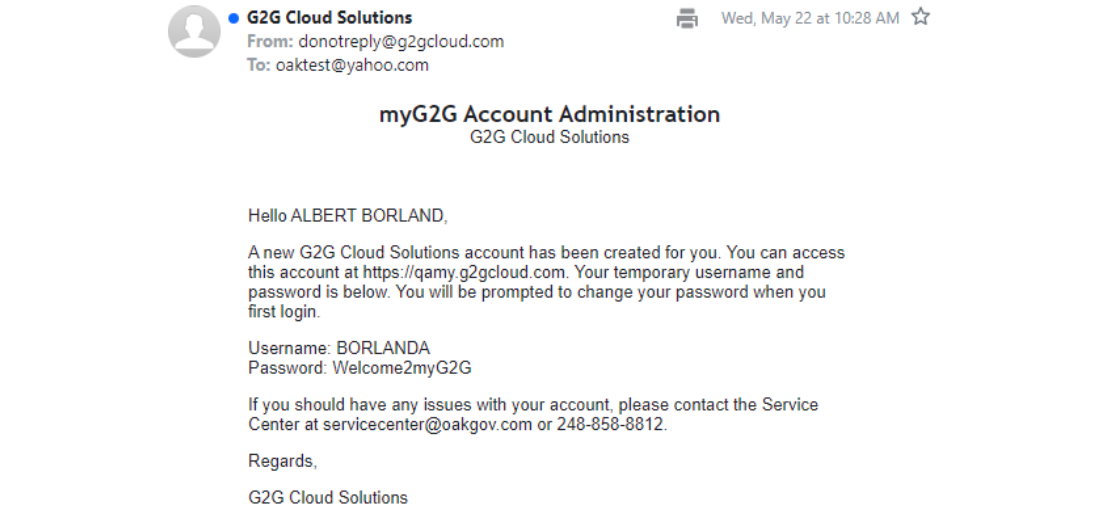
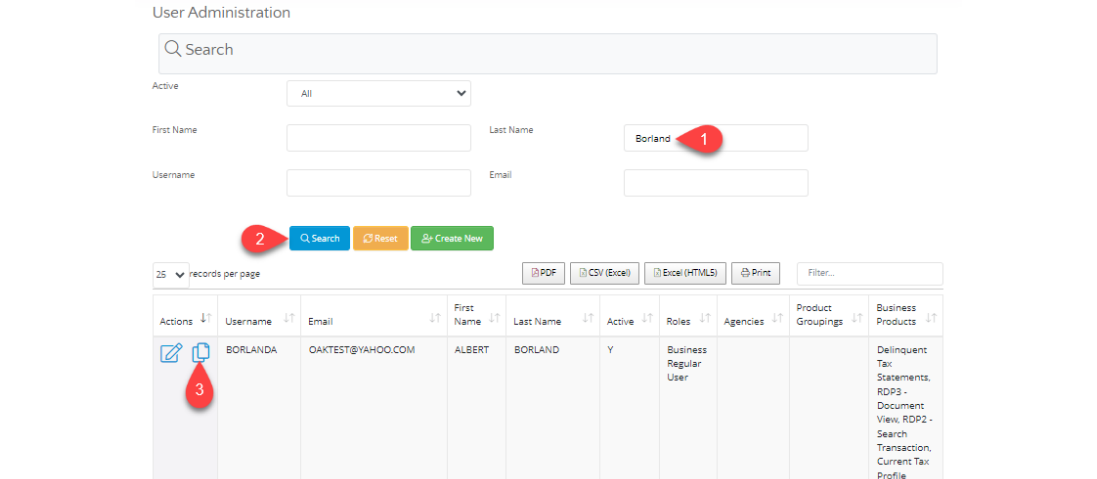
 At the bottom right, there are 'Create' and 'Cancel' buttons, with a mouse cursor clicking on 'Create'.

- 22. A success message will briefly appear on the screen.
- 23. The new User Info will now show on screen.
- 24. Now the Business Products may be added to the new user profile. To do so, click the Edit button.

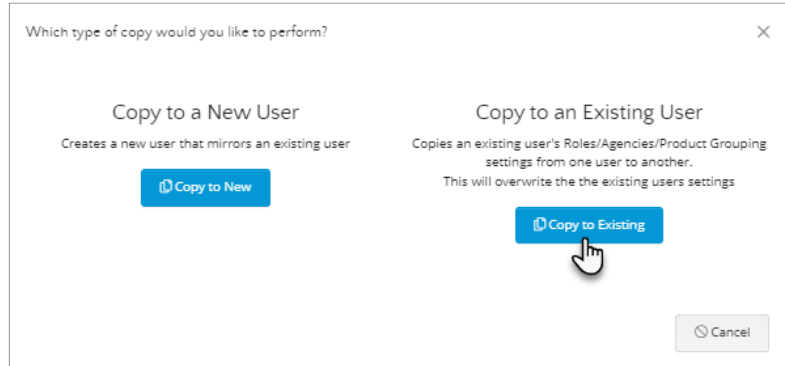
- 25. To create a new user search who has the same security roles as an active user, copy to the new user.
- 26. Enter the desired parameters, click "Search"
- 27. The user should appear in the report grid.

Actions	Username	Email	First Name	Last Name	Active	Roles	Agencies	Product Groupings	Business Products
	TOOLMAN	riley@oakgov.com	TIM	TAYLOR	Y	Business Admin User, myG2G Jump			Residential Property Profile, Survey Oakland Product, Commercial and Industrial Property Profile, RDP5 - Document Type Report, RDP3 - Document View, RDP2 - Search Transaction, Map Atlas Viewer, Current Tax Profile, Delinquent Tax Statements, Mortgage Application Acceleration Program
	TAYLORJ	oaktest@yahoo.com	Jill	Taylor	Y	Business Regular User			Delinquent Tax Statements, RDP3 - Document View, RDP2 - Search Transaction, Current Tax Profile

<p>28. Click the Copy Icon next to the user to copy.</p>	 <table border="1"> <thead> <tr> <th>Actions</th> <th>Username</th> <th>Email</th> <th>First Name</th> <th>Last Name</th> <th>Active</th> <th>Roles</th> <th>Agencies</th> <th>Product Groupings</th> <th>Business Products</th> </tr> </thead> <tbody> <tr> <td></td> <td>TAYLORJL</td> <td>oaktest@yahoo.com</td> <td>Jill</td> <td>Taylor</td> <td>Y</td> <td>Business Regular User</td> <td></td> <td></td> <td>Delinquent Tax Statements, RDP3 - Document View, RDP2 - Search Transaction, Current Tax Profile</td> </tr> </tbody> </table>	Actions	Username	Email	First Name	Last Name	Active	Roles	Agencies	Product Groupings	Business Products		TAYLORJL	oaktest@yahoo.com	Jill	Taylor	Y	Business Regular User			Delinquent Tax Statements, RDP3 - Document View, RDP2 - Search Transaction, Current Tax Profile
Actions	Username	Email	First Name	Last Name	Active	Roles	Agencies	Product Groupings	Business Products												
	TAYLORJL	oaktest@yahoo.com	Jill	Taylor	Y	Business Regular User			Delinquent Tax Statements, RDP3 - Document View, RDP2 - Search Transaction, Current Tax Profile												
<p>29. A pop-up window will appear asking, "Which type of copy would you like to perform", click "Copy to New".</p>	 <p>Which type of copy would you like to perform?</p> <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> <p>Copy to a New User</p> <p>Creates a new user that mirrors an existing user</p> <p>Copy to New</p> </div> <div style="text-align: center;"> <p>Copy to an Existing User</p> <p>Copies an existing user's Roles/Agencies/Product Grouping settings from one user to another. This will overwrite the the existing users settings</p> <p>Copy to Existing</p> </div> </div> <p style="text-align: right;">Cancel</p>																				
<p>30. The Copy to New User window will appear.</p> <p>31. Enter New User Info.</p> <p>32. Verify Username is available.</p> <p>33. Create a temporary password for the new user.</p> <p>34. Click the "Send New User Email" checkbox.</p> <p>35. Click Create</p> <p>Note: The user roles and products that will be copied to the new user will be listed as the Existing User Info</p>	 <p>User Administration - Copy to New User</p> <p>This allows you to create a new user modeled after an existing user.</p> <p>If you should run into any issues or need help, please contact the Service Center at 248-858-8812 or servicecenter@oakgov.com.</p> <p style="text-align: center;">← Back to User Administration</p> <p>Existing User Info</p> <table border="1"> <tr> <td colspan="3">Username : TAYLORJL</td> </tr> <tr> <td>First Name : jill</td> <td>Last Name : Taylor</td> <td>Email : oaktest@yahoo.com</td> </tr> <tr> <td>Roles : • Business Regular User</td> <td>Products :</td> <td>Agencies :</td> </tr> </table> <p>Search</p> <p>New User Info</p> <p>Username: BORLANDA ✓ Username available</p> <p>First Name: ALBERT</p> <p>Last Name: BORLAND</p> <p>Email: OAKTEST@YAHOO.COM</p> <p>Phone: 555-888-1111</p> <p>Phone Ext.:</p> <p>Password: Welcome2myG2G</p> <p>Send New User Email: <input checked="" type="checkbox"/></p> <p>Create</p>	Username : TAYLORJL			First Name : jill	Last Name : Taylor	Email : oaktest@yahoo.com	Roles : • Business Regular User	Products :	Agencies :											
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Roles : • Business Regular User	Products :	Agencies :																			

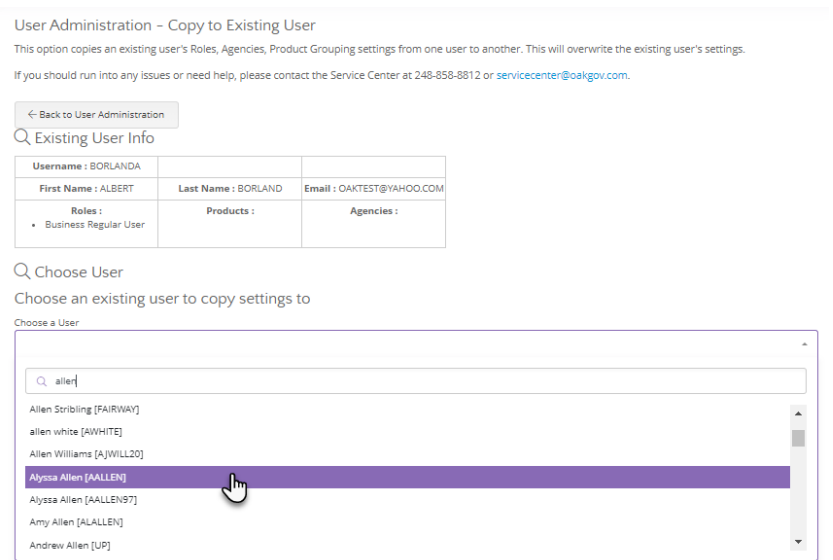
<p>36. A success message will briefly appear.</p>	 <p>The screenshot shows the 'User Administration' page. At the top, there is a green notification banner that says 'User BORLANDA was created successfully'. Below the banner, the page title is 'User Administration'. A paragraph explains that user administration allows agencies to manage employee profiles, assign products, deactivate users, and create new users. A link for service center contact is provided. At the bottom, there is a button labeled '← Back to User Administration'.</p>																				
<p>37. The new user will receive email with username and temporary password.</p>	 <p>The screenshot shows an email from 'G2G Cloud Solutions' with the subject 'myG2G Account Administration'. The email body contains the following text: Hello ALBERT BORLAND, A new G2G Cloud Solutions account has been created for you. You can access this account at https://qamy.g2gcloud.com. Your temporary username and password is below. You will be prompted to change your password when you first login. Username: BORLANDA Password: Welcome2myG2G If you should have any issues with your account, please contact the Service Center at servicecenter@oakgov.com or 248-858-8812. Regards, G2G Cloud Solutions</p>																				
<p>38. Copy existing user to another existing user search for the source user. 39. Once the desired user is found, click the copy icon.</p>	 <p>The screenshot shows the 'User Administration' search interface. It includes a search bar, filters for 'Active' (set to 'All'), and input fields for 'First Name', 'Last Name' (containing 'Borland'), 'Username', and 'Email'. Below the search bar are buttons for 'Search', 'Reset', and 'Create New'. A table below shows search results for the user 'BORLANDA'. A red callout '1' points to the 'Last Name' field, '2' points to the 'Search' button, and '3' points to the copy icon in the 'Actions' column of the table.</p> <table border="1"> <thead> <tr> <th>Actions</th> <th>Username</th> <th>Email</th> <th>First Name</th> <th>Last Name</th> <th>Active</th> <th>Roles</th> <th>Agencies</th> <th>Product Groupings</th> <th>Business Products</th> </tr> </thead> <tbody> <tr> <td></td> <td>BORLANDA</td> <td>OAKTEST@YAHOO.COM</td> <td>ALBERT</td> <td>BORLAND</td> <td>Y</td> <td>Business Regular User</td> <td></td> <td></td> <td>Delinquent Tax Statements, RDP3 - Document View, RDP2 - Search Transaction, Current Tax Profile</td> </tr> </tbody> </table>	Actions	Username	Email	First Name	Last Name	Active	Roles	Agencies	Product Groupings	Business Products		BORLANDA	OAKTEST@YAHOO.COM	ALBERT	BORLAND	Y	Business Regular User			Delinquent Tax Statements, RDP3 - Document View, RDP2 - Search Transaction, Current Tax Profile
Actions	Username	Email	First Name	Last Name	Active	Roles	Agencies	Product Groupings	Business Products												
	BORLANDA	OAKTEST@YAHOO.COM	ALBERT	BORLAND	Y	Business Regular User			Delinquent Tax Statements, RDP3 - Document View, RDP2 - Search Transaction, Current Tax Profile												

40. A pop-up window will appear asking, "Which type of copy would you like to perform", click "Copy to Existing".

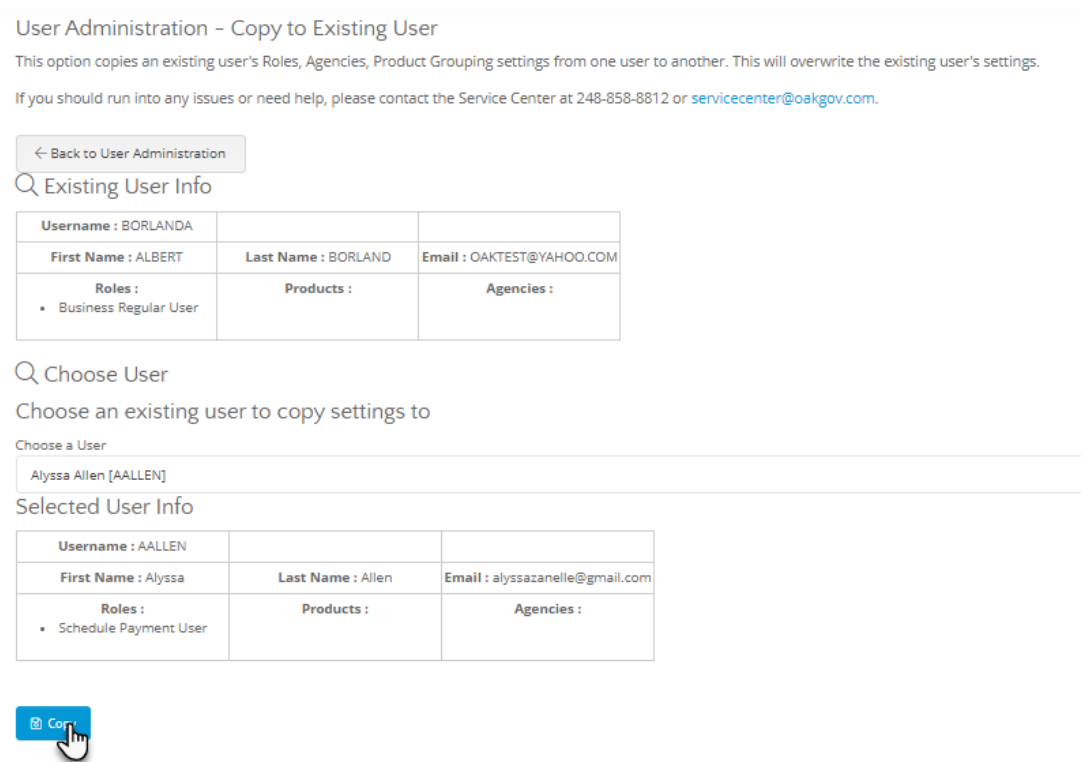


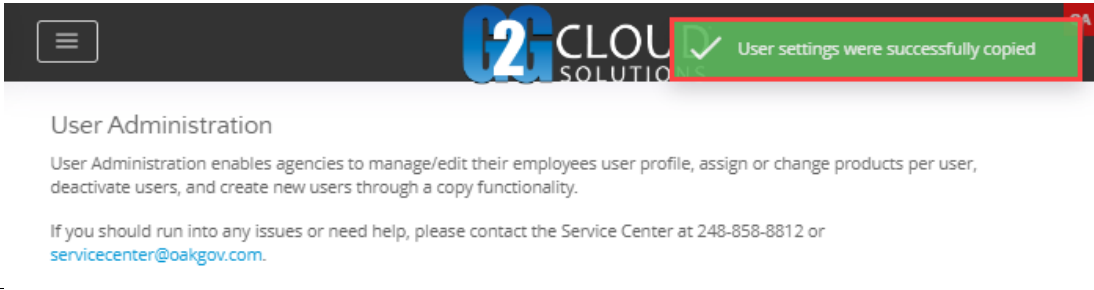
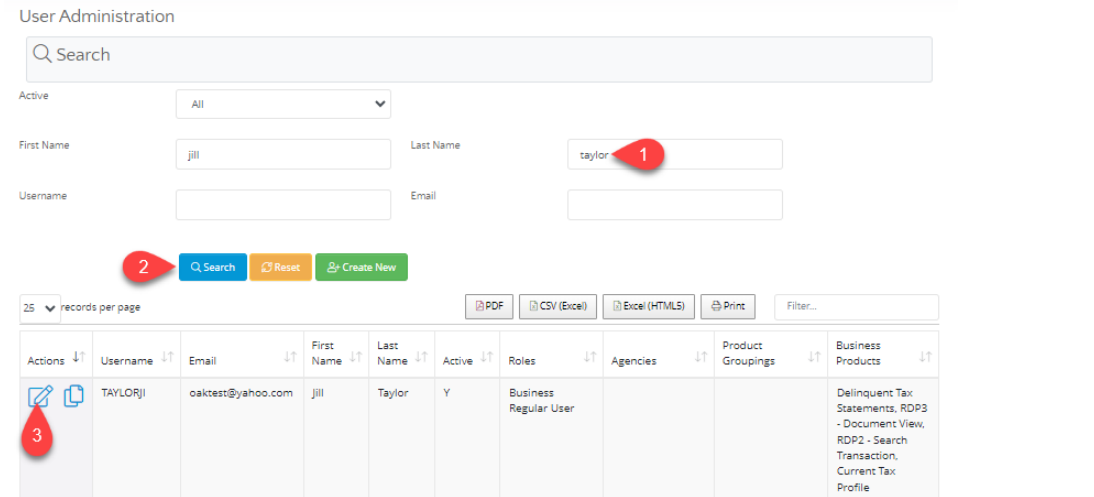
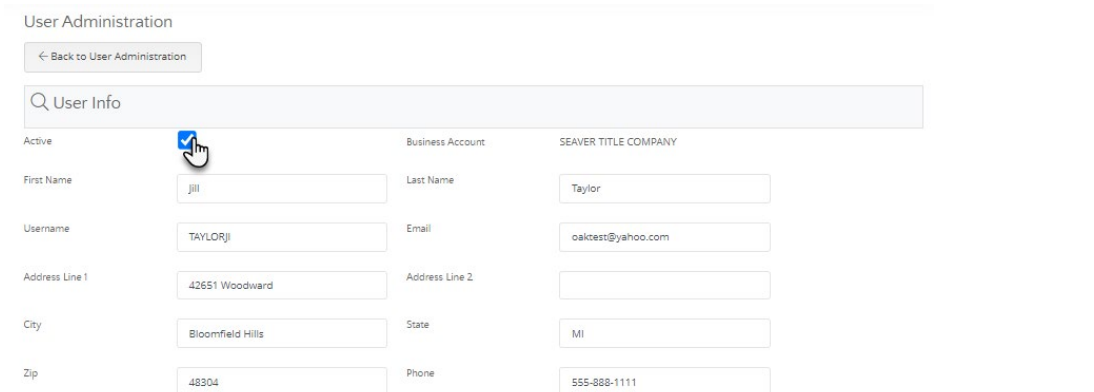
41. The Existing User Info will be displayed.
 42. Select the dropdown or start typing the users last name and select the user to copy to.

Note: The settings displayed in the Existing User Info will overlay any settings the selected user may have.



43. Verify the user selections and Click Copy



<p>44. Success message should appear.</p>	
<p>45. To In-activate a user account, search for the user, then click "Search" 46. Once the user is found, click the edit icon.</p>	
<p>47. Un-check the Active User Indicator</p>	

48. Active Indicator should appear empty/unchecked.

49. Click **Save**

Note: To Re-Activate a user repeat steps 47-52 but apply the active indicator checkmark.

User Administration

← Back to User Administration

Q User Info

Active Business Account SEAVER TITLE COMPANY

First Name jill Last Name Taylor

Username TAYLORJI Email oaktest@yahoo.com

Address Line 1 42651 Woodward Address Line 2

City Bloomfield Hills State MI

Zip 48304 Phone 555-888-1111

Roles Agencies Product Groupings Product Names

- Business Regular User

Business Products Edit

Index	Usage Type	Product Description	Renewal	Price	Active
1	Transaction	Current Tax Profile	None	\$2.50	Active
2	Transaction	Delinquent Tax Statements	None	\$1.50	Active

Save Cancel Reset User Password Send New User Email

Support Resources

Questions should be directed to the **Oakland County IT Service Center** servicecenter@oakgov.com or **248-858-8812**. When requesting assistance on this topic, place an incident with the service center (Incident Area – “Application.G2G Cloud Solutions.Payment Support”). Please provide as much detail as possible to help assist us in researching the issue prior to contacting you.