

# ECS Setup: Create an ECS Admin account

If an Evolve Contact Suite client needs a function preformed in Setup that they can do themselves (i.e. Full Service Restart) - They will need an Admin account in order to do so. If the ECS account only has 1 Admin account. Please use the following MOP to create the client their own ECS Admin account and then provide the step-by-steps found [here](#) to preform an ECS restart

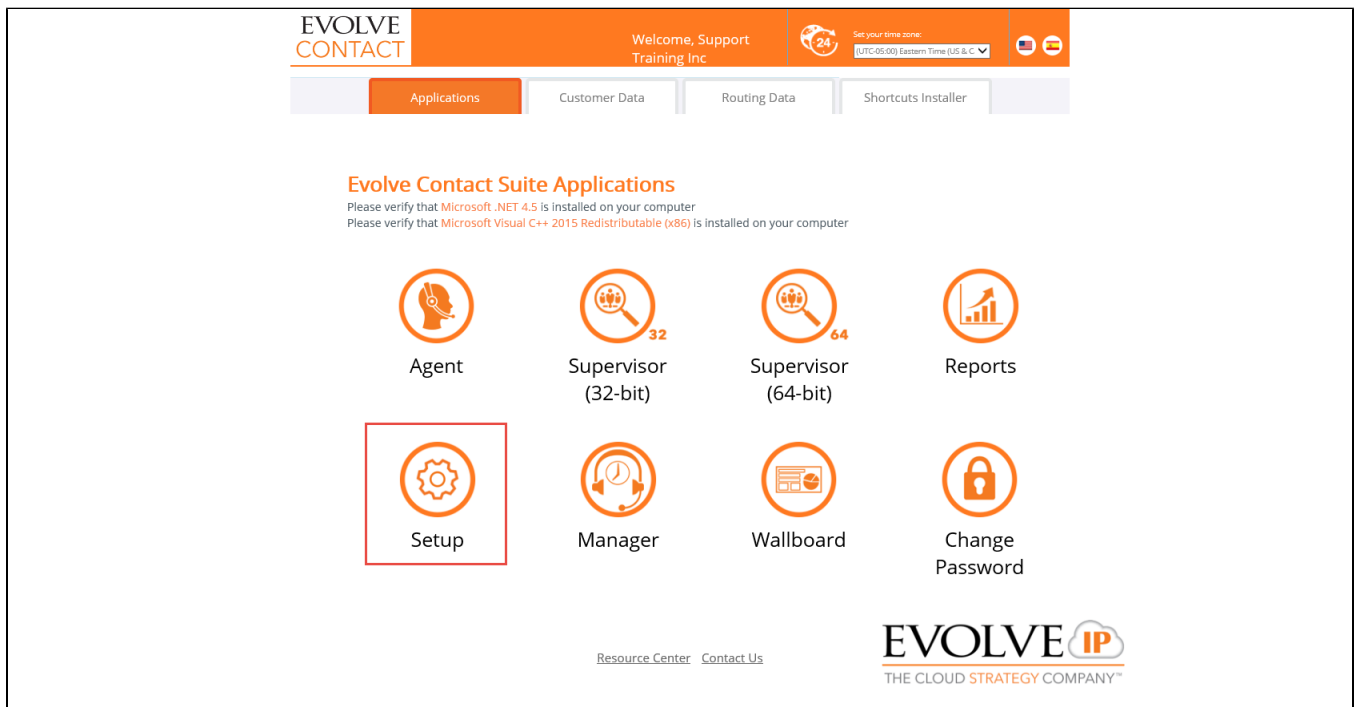
**Important**

ECS Admin credentials stored in Secret Server are for **internal use** only and cannot be shared with customers, partners, or authorized contacts for any reason. If a task needs to be preformed in the ECS Setup portal the following steps can be used to create the client their own ECS Admin account.

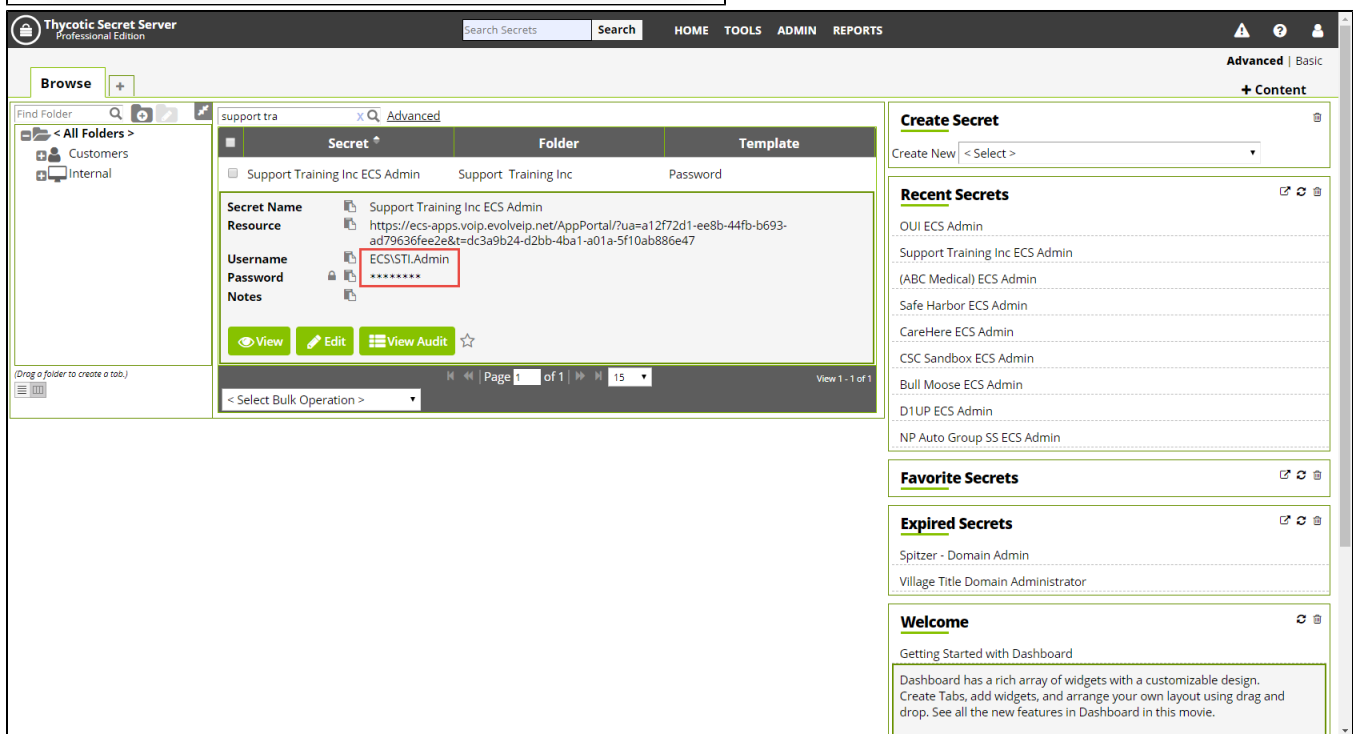
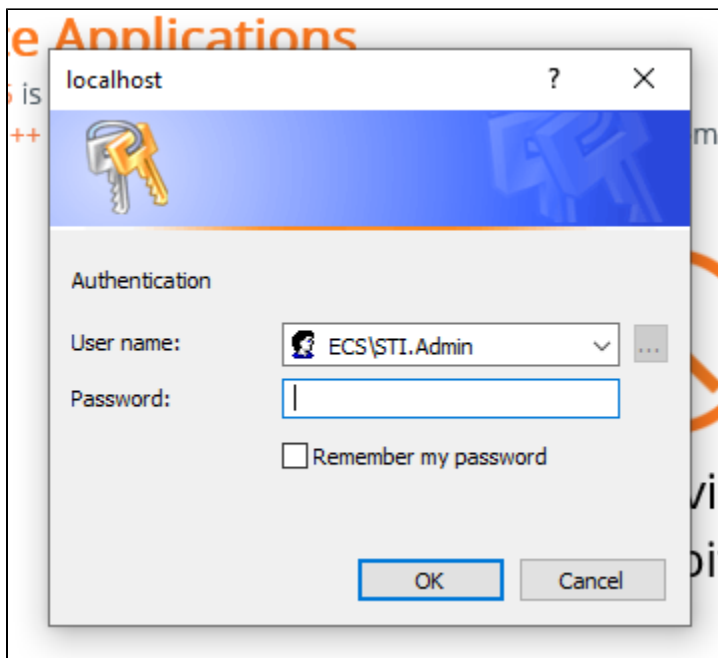
Video Tutorial: [create\\_new\\_ecs\\_admin.mp4](#)


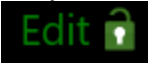
Step 1: Go to the customer specific ECS URL found in Secret Server

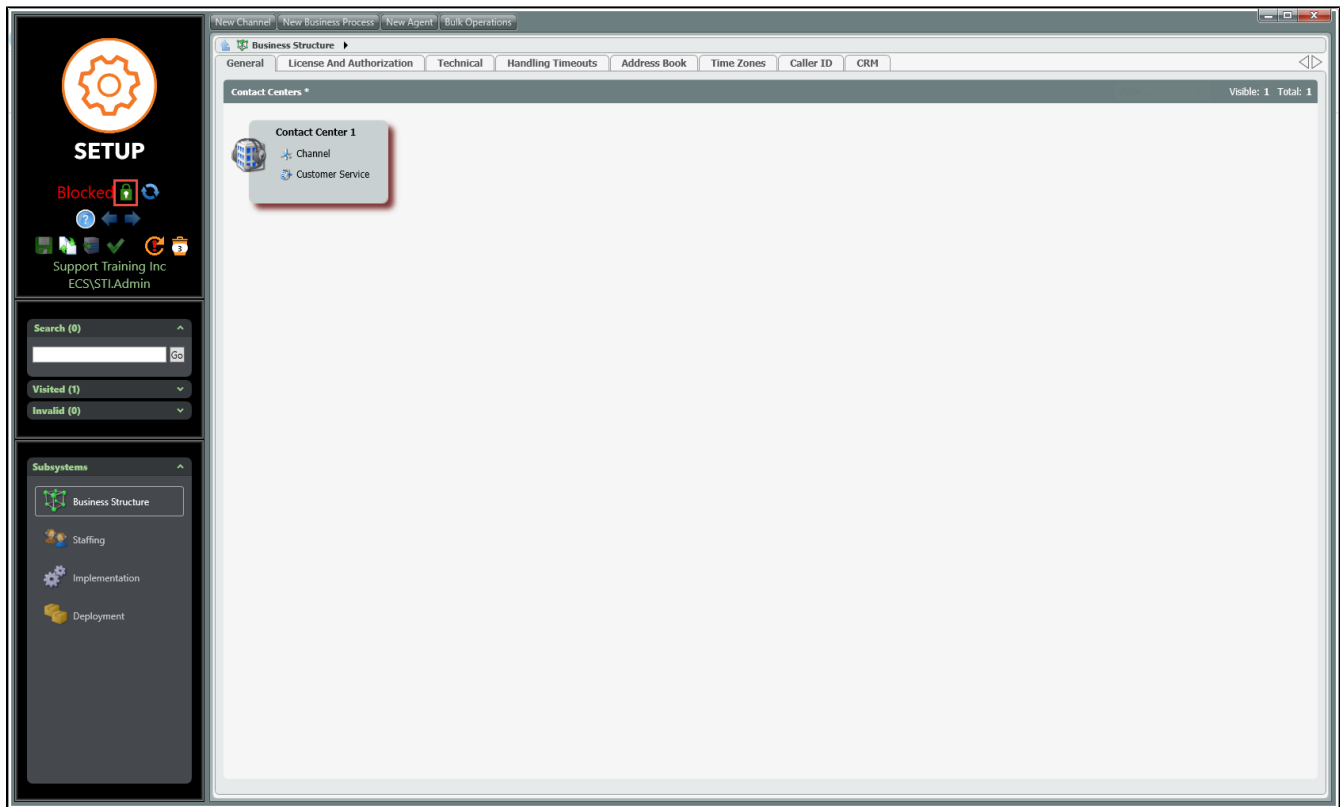
Step 2: Click on **Setup**



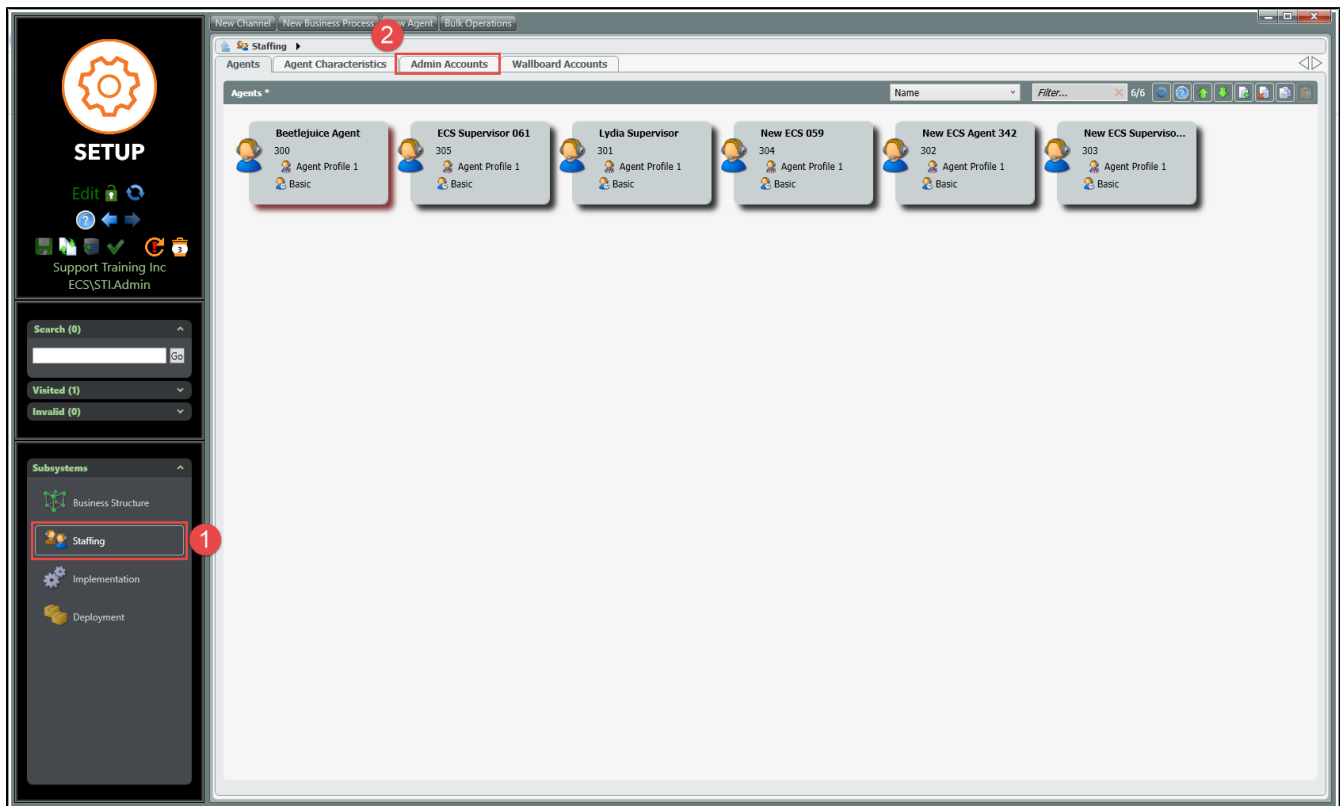
Step 3: Login to ECS Setup with the shared credentials found in Secret Server




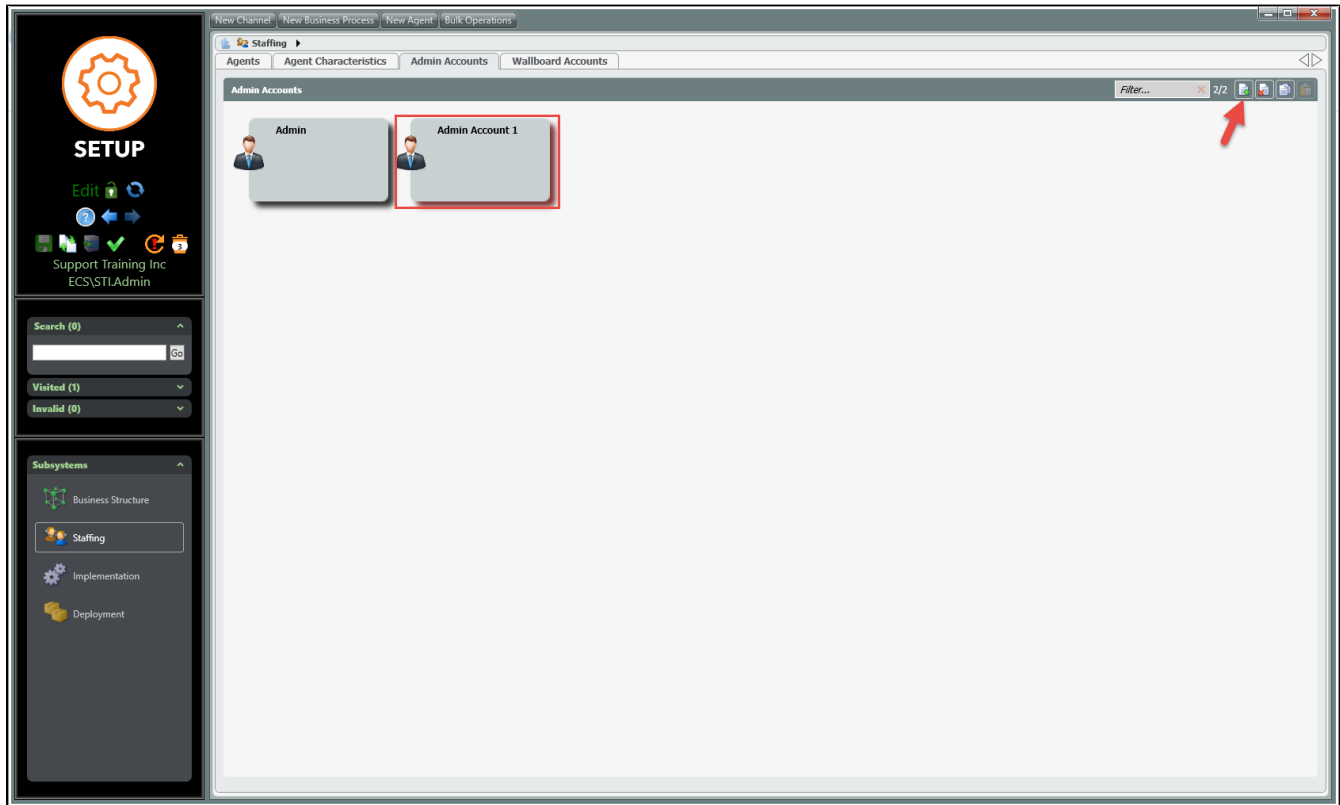
Step 4: Click the  pad lock in the upper left corner to edit the config so it changes to 



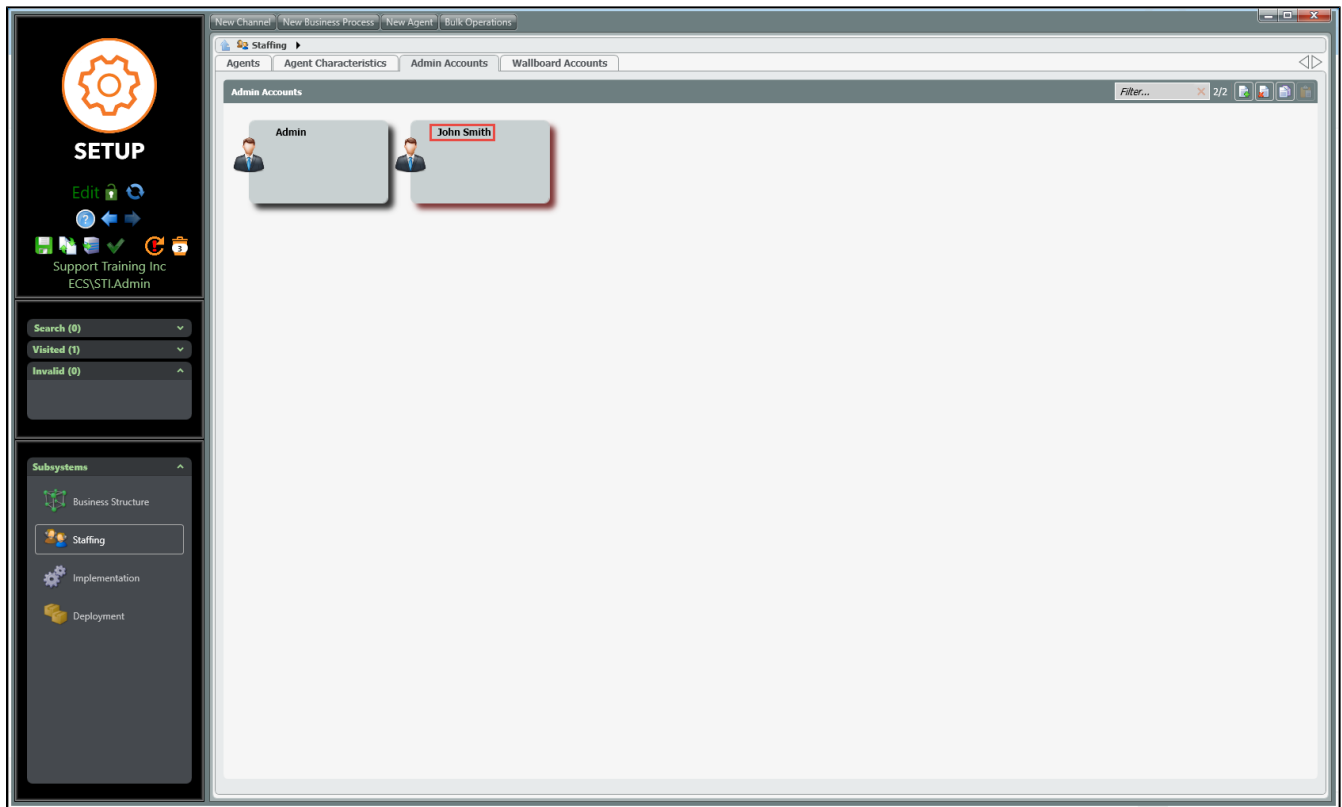
Step 5: Click on **Staffing** in the bottom left corner and then click on the **Admin Accounts** tab at the top



Step 6: Click on the  icon in the upper right corner to create a new ECS Admin



Step 7: Give the admin account a custom name by clicking on the words 'Admin Account 1'



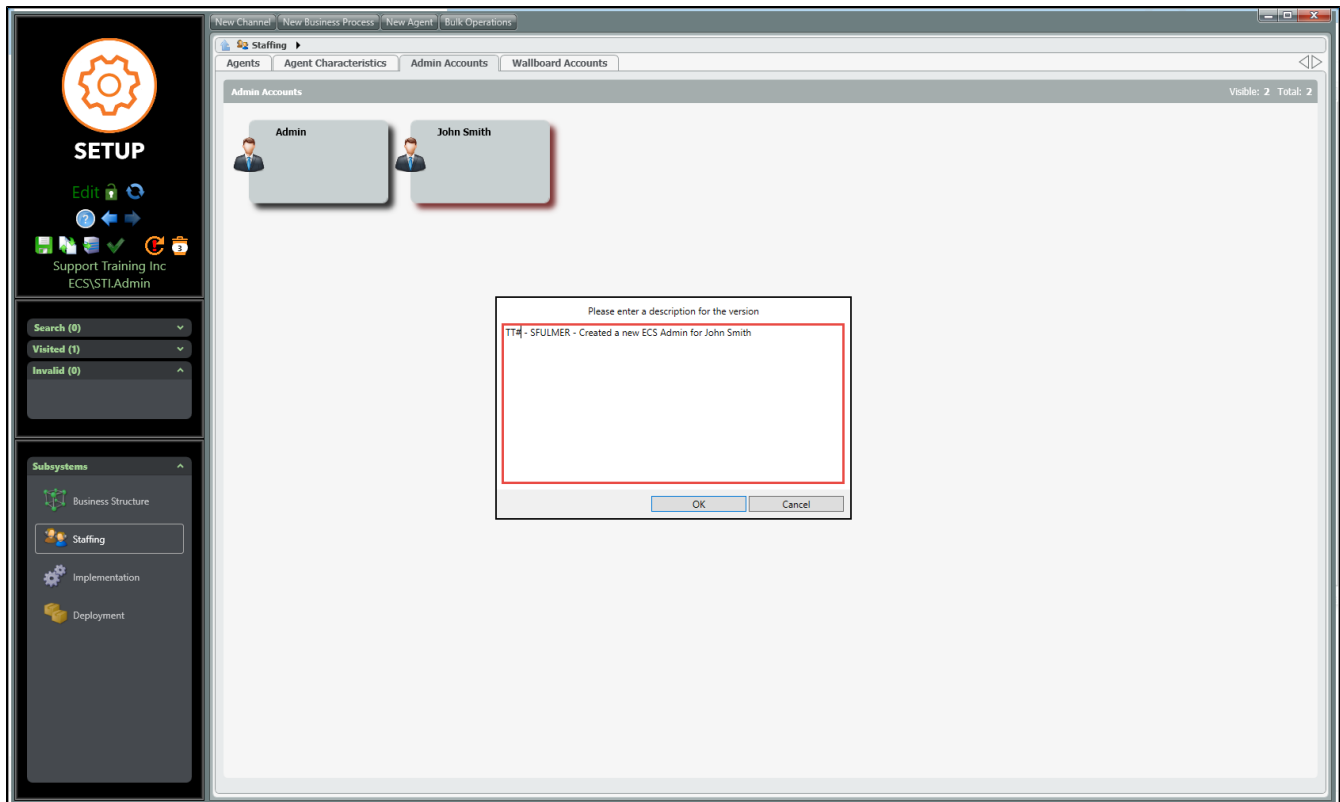
Step 8: Click the green check mark to validate the changes




Step 9: Click on the Deploy icon to save the changes



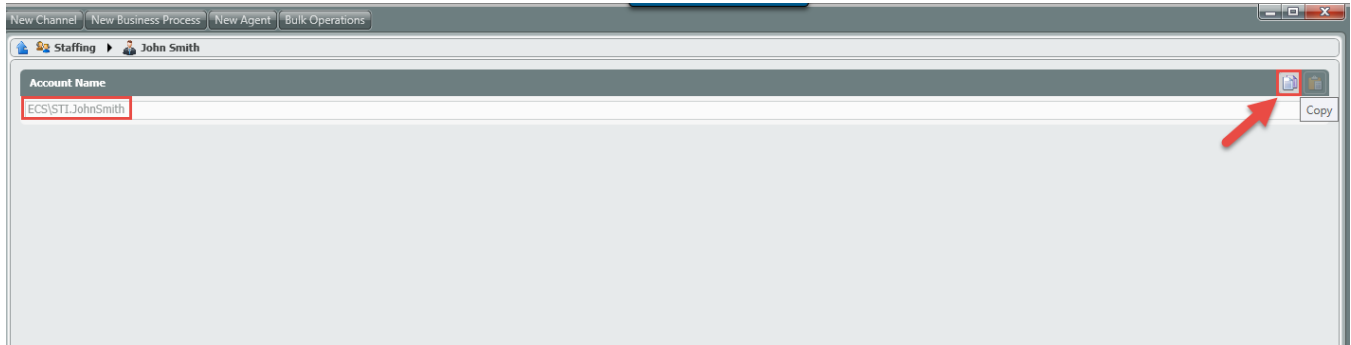
Step 10: Enter in a description including Ticket # - Name - specific changes made



Step 11: To view the new username click on **Staffing** and the click on the  person icon next to the newly created Admin

**Tip**

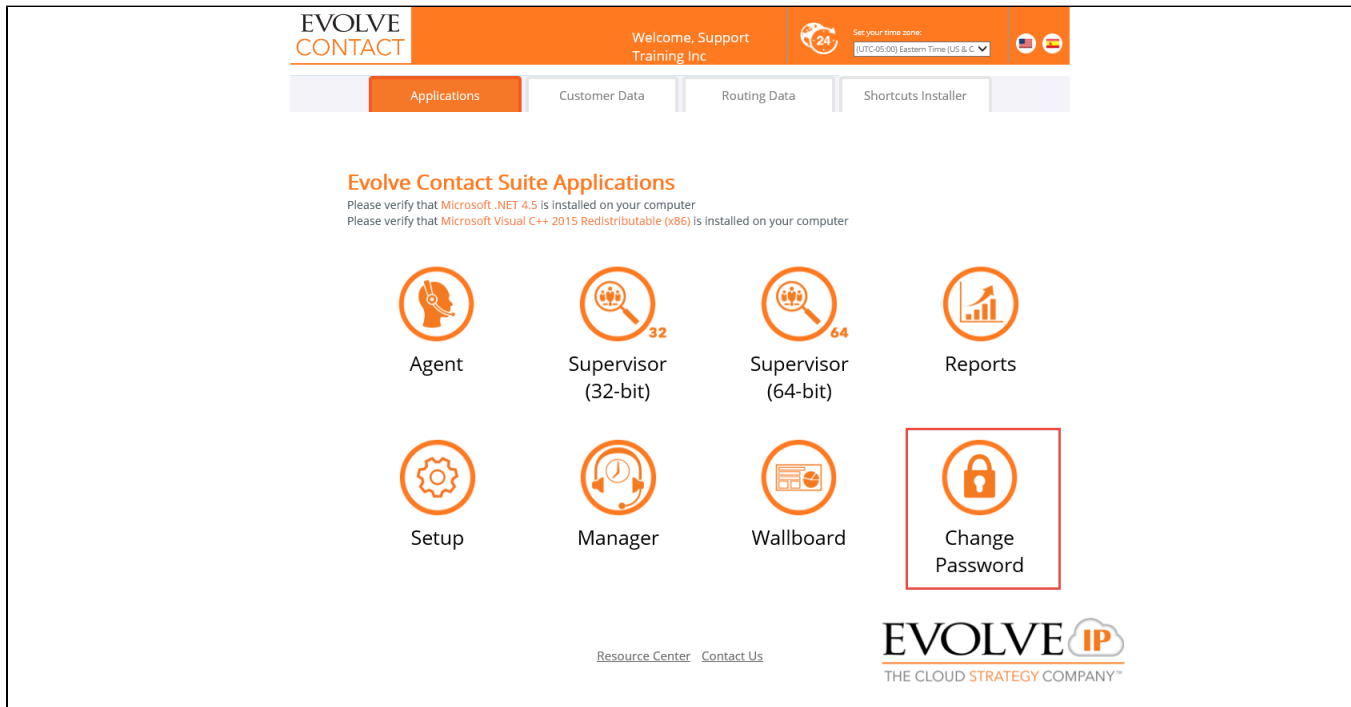
Click on the 'copy' icon in the upper right corner to copy the account name to the clipboard



Step 12: The password will need to be changed before the user can log in.

The initial password is **Evolve##1**

You can go to the main URL and reset the password before providing it to the client.





## Change your password

Your password has expired. Please change it now.

User Name:

Old password:

New password:

Confirm password:

Save

Forgot My Password

Cancel

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