Re-synchronizing an external user information

An external user is a user imported from an LDAP server (see Importing users). You cannot edit the external user's information such as name, department etc. because Teamwork Cloud (TWCloud) only retrieved them when it imported the LDAP user as the external user. But, you can update the external user's information using the resynchonize feature in TWCloud. The **Resynchronize** dialog requires you to select the LDAP realm from which the external user was imported, and then allows you to update the selected external user information in TWCloud by synchronizing it with the matching LDAP user information on the LDAP server.



The Resynchronize dialog to synchronize user information between LDAP users in LDAP servers and external users in TWCloud.

You can also use the **Import LDAP user** page to synchronize external user information. You need to specify both the LDAP realm and the keyword in the **Query** box. If you cannot provide a specific username, you can type * (asterisk) in the **Query** box to list all of the external users imported from LDAP servers.

00	enLDAP2		~		Query: * ×				×
V	Status	Type	Username/User Group Name +	Name/Description	Department	Mobile	Email		
V	Imported	User	apollonian	5en	HRD	4242316797	velcro.ben@writeme.com		
7	Imported	User	beobab	Herman	Administration	3237759142	hermit.herman@post.com		
7	Imported	User	cygnet	Owen	Sales	4242718337	brown.owen@gmaiLcom		
V	Imported	User	dojo	Donna	Sales	9252318764	green.donra@yahoo.com		
1	Imported	User	domino	Lisa	IT	4242165860	youngJisa	@hotmail.com	
V	Imported	User	euphoria	Mary	IT	4246666352	white ma	n/@outlook.com	
7	Imported	User	flamenco	Boreas	Accounting	9257273438	gray.bore	es@myself.com	
V	Imported	User	helios	Helio	Support	5615942353	porter.hei	iio@consultant.com	
1	Imported	User	lollapalooza	Jack	HRD	5558882677	black.jack	@mail.com	
V	Imported	User	9/2/2/	Sahara	Accounting	5257779112	wise.saha	ara@accountant.com	
Page 1 of 1 □ Displaying 1 - 14 of 14 14 users/aroups ar					Display 50 row(s) per page				

Using the Import LDAP users dialog to synchronize external user information with matching LDAP users on LDAP servers.

To update an external user information using the Resynchronize dialog

- 1. Click an external user on the **User Management** page. The **User detail** page of that external user will open.
- Click Resynchronize to open the Resynchronization dialog.
 Select realm Active Directory
 Select the LDAP realm box.
 Select the check box of a matching LDAP user and click Start
 Select the check box of a matching LDAP user and click Start
 The LDAP user information will replace that of the external user on the User detail page.

The section Importing users also explains that when you import an LDAP user whose name is the same as that of the existing external user you have in TWCloud, it will automatically update the external user's information with that of the LDAP user.

To update an external user information through the Import LDAP users page

Import 1 Click

5. Click

to open the Import LDAP users page.

Select an external user and click Import/Resync . Information from a matching username will be used to update that of the external user in TWCloud.

Related pages

User management page

Re-synchronizing an external user information

Importing users

Converting users to internal or external

Copying roles and assignments from another user

Changing passwords

Enabling or disabling user login

Searching for users

Viewing user profile and role assignment

Sorting users

Releasing elements locked by a user

Alternatively, you can update the external user information by converting it to internal user and converting it anew to external user.