Add a User and Card

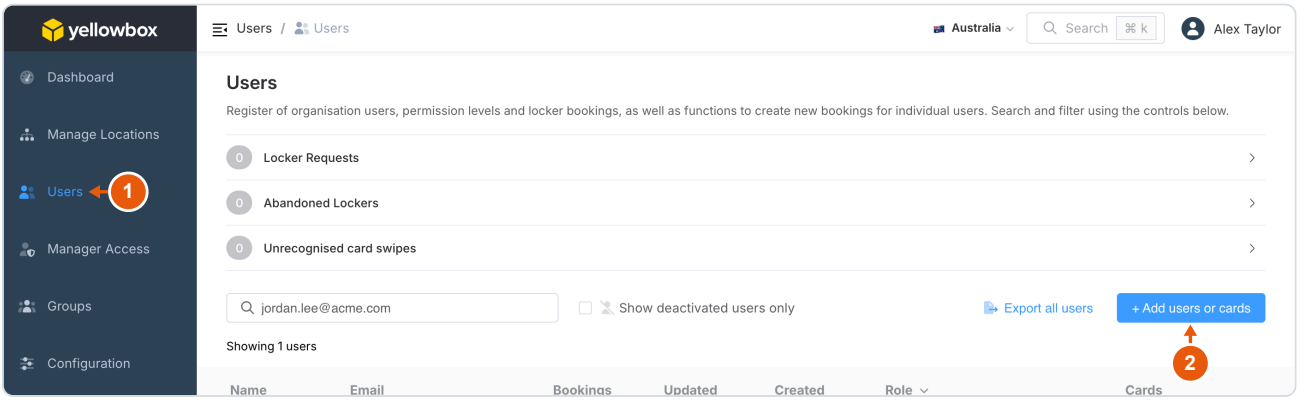
Yellowbox Partner Dashboard, sidebar > **Users** (dashboard.yellowbox.app/users). Add one person, then give them an access card so they can tap to open their locker.

Before you start

- **Does your organisation use Sign in with Microsoft (or another company login)?** Then do not add people here. Ask your IT team to give the person access to Yellowbox in Microsoft (Azure AD / Entra). Their account then appears in the dashboard by itself. An account you create here **cannot** use Sign in with Microsoft, even if the email matches.
- **For the card** you need the card number, and for most cards the site code (also called the facility code). See *Finding the card details* in Part 2.

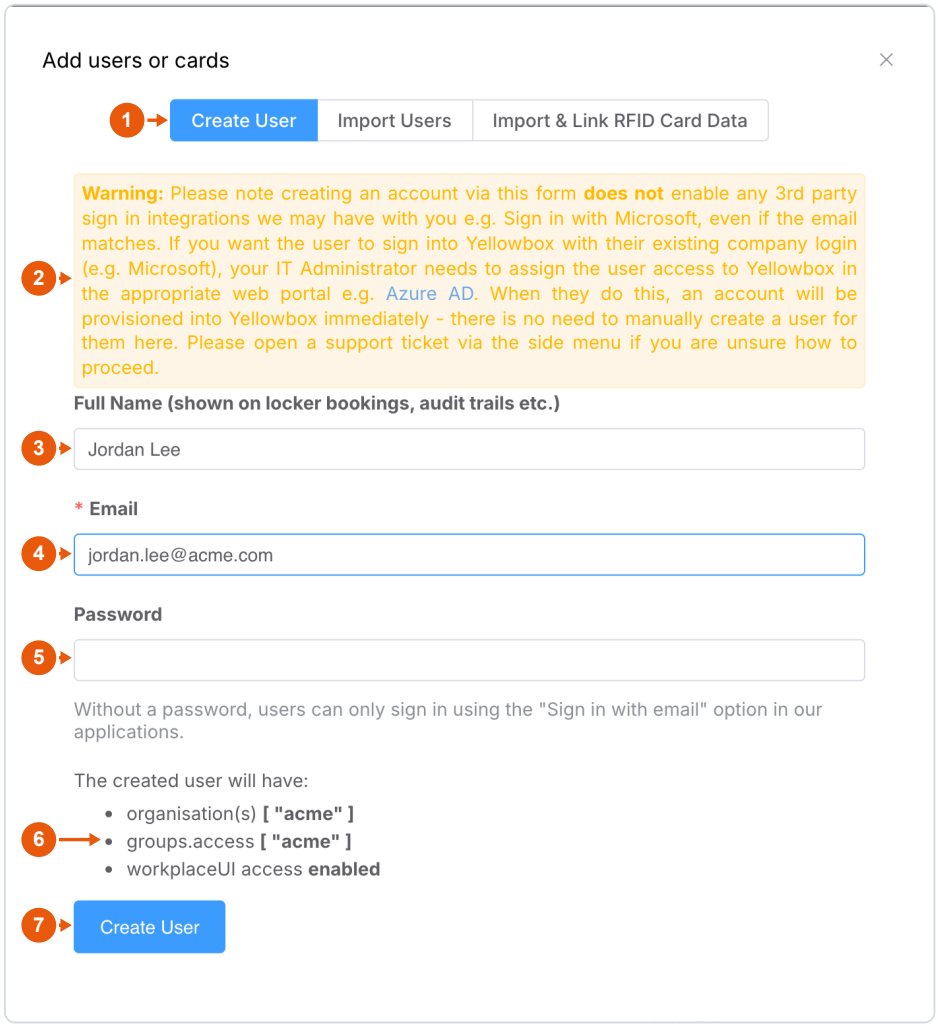
Part 1: Add the person

1. Open **Users** in the sidebar and click **+ Add users or cards**.



1. **Users** in the sidebar.
2. **+ Add users or cards** opens the add window.

2. On the **Create User** tab, fill in the person's details and click **Create User**.



1. **Create User** tab (it opens on this tab).
2. The warning: an account made here cannot use Sign in with Microsoft (see *Before you start*).
3. **Full Name**: shown on their bookings and in the history.
4. **Email** (required). This is what they sign in with.
5. **Password** (optional, at least 6 characters). Leave it blank and they sign in with *Sign in with email*, which sends them a sign-in link.
6. What the new person will get: your organisation, your access group and the workplace app.
7. **Create User** adds the person.

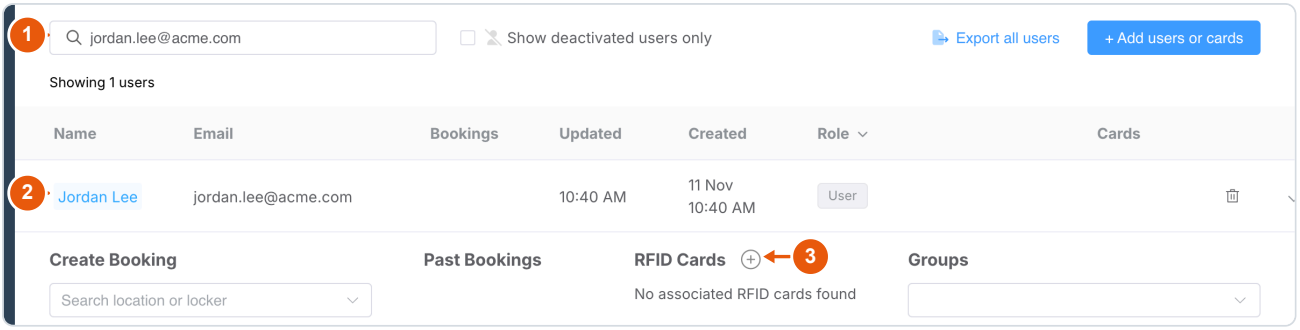
The window closes and the list shows just the new person, ready for Part 2.

Welcome email: the person only gets a welcome email if your organisation's welcome email is set to *When a user is added* (sidebar > **Configuration** > **Emails**). Otherwise, let them know their account is ready. If a message says the profile is still synchronising, wait a moment and search for them again.

Part 2: Add their card

1. Find the person: type their name or email in the search box, then click their row to open their details.

2. Click the **(+)** next to **RFID Cards**.



1. **Search** by name, email, phone or card number.
2. Click the row to open the person's details.
3. **(+)** next to **RFID Cards** adds a card.

Before step 3, have the card's details ready (see below).

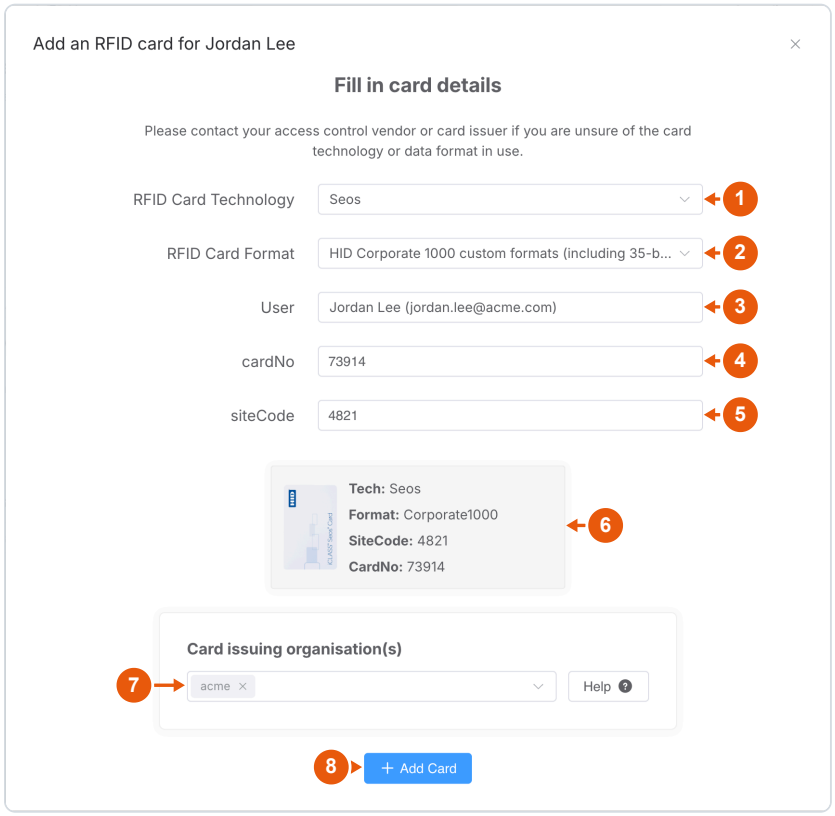
Finding the card details

Field	What it is	Where to find it
cardNo	The card number: different on every card.	Often printed on the card or its sleeve (not always the largest number). Your security team or access control company can look it up.
siteCode / facilityCode	A number shared by all the cards your building issues.	Ask your security team or access control company. It can be left blank.
uid	Used by some simpler cards instead of a card number: the chip's own serial number.	Easiest to get by tapping the card (see below).

The field names change with the format you choose. For example, *Corporate 1000* cards ask for **cardNo** and **siteCode**, while standard 26-bit cards ask for **facilityCode** and **cardNo**.

Easier way: let the card tell you. Ask the person to tap their card on any locker reader. Then on the Users page open **Unrecognised card swipes**, turn on *Show only from past 30 mins*, find their tap and click **Link to user**. The card details are filled in for you: just pick the person and save.

3. Choose the card type, fill in the card details and click **Add Card**.



1. **RFID Card Technology**: the kind of card, for example Seos or HID Prox.
2. **RFID Card Format**: how the number is laid out on the card. Each option says which of your readers use it.
3. **User**: already filled in with the person you opened.
4. **cardNo**: the card number (required).
5. **siteCode** (or **facilityCode**): the site code. You can leave it blank if you do not know it.
6. A preview of the card you are adding. Check it matches the card.
7. **Card issuing organisation(s)**: filled in for you. Leave it as it is unless Yellowbox has told you otherwise.
8. **Add Card** saves the card. Ask the person to tap it on a locker reader to check it works.

The lists only show the card types your locker readers are set up to read. If the right type is missing, contact Yellowbox support. If an orange message appears above the button, it tells you what is still missing.

Tips

- **The card belongs to someone else?** A panel says *Card is currently held by another user* and the button changes to **Transfer Card**. Transferring moves the card to this person; you can choose to move their bookings too. Only do this if you are sure the card has changed hands.
- **The person already has an account?** You do not need to create one. Search for them and go straight to Part 2.
- **Adding lots of people or cards?** Use the *Bulk Upload Users* and *Bulk Upload Cards* guides instead.
- The dashboard remembers the card type and format you used last time.

Screenshots use sample data.