

ENTERPRISE ERP CLOUD ADMIN For Hosted Sites



Log in.

Munis Cloud Admin

Login with your Tylerhost credentials.
See this article for details on how to use this portal, or contact SaaS Support for assistance.

Build 20240808.1

Login with your Tylerhost credentials.

Username:

Password:

Remember Me? | [Forgot Password](#)

[Log In](#) This form is secure.

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ENTERPRISE ERP CLOUD ADMIN

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REVIEW OF ENTERPRISE ERP (MUNIS) CLOUD ADMIN

What is Cloud Admin?

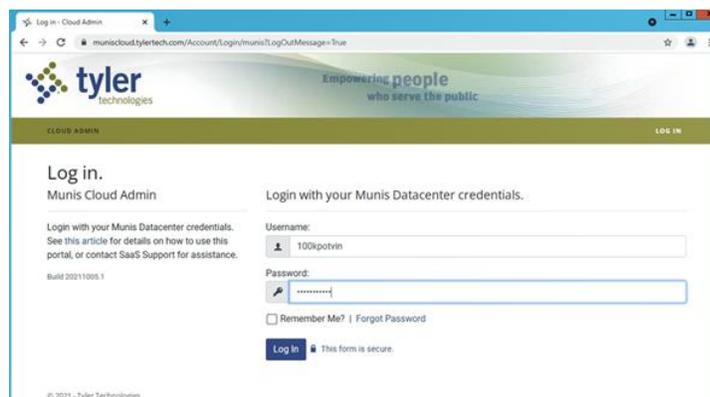
- Cloud Admin is a collection of tools that replaces the legacy Munis Internet Update (MIU) application.
- Manage your **hosted** Enterprise ERP application including database backups and refreshes, managing SQL (Reporting) user account credentials and Cloud Admin access roles.
- Separate versions: whether you are hosted in the Datacenter or in Amazon Web Services (AWS). As hosted clients are migrating to AWS, the Cloud Admin tools continue to be developed to support environments there.
- Designed to manage your hosted application and credentials in a new way: **On the go**. You can access Cloud Admin anywhere there is an internet connection available.
- **Not used to manage your own credentials** such as Azure and Okta integration with Tyler Identity (TID-W).
- Accessible from anywhere on any device with an internet connection and doesn't require a VPN connection. **Works with Edge and Chrome, not IE.**
- Tyler offers Cloud Admin for other products (Odyssey, Versatrans, Incode, and more)

The Cloud Admin is fully responsive, using the latest HTML5 and CSS3 trends, providing a secure gateway that works across a range of devices (PCs, tablets and mobile phones).

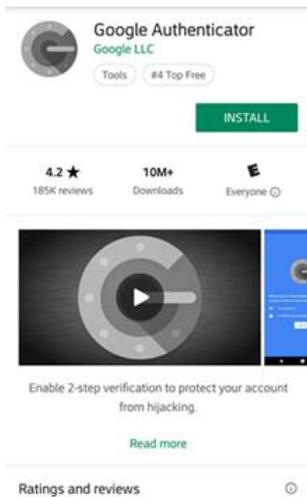
Setting up Two Factor Authentication

As an administrator, you will be required to setup Two-Factor Authentication upon logging in for the first time, but you must have an account created by Tyler. This can also be enabled for all users at your site if desired.

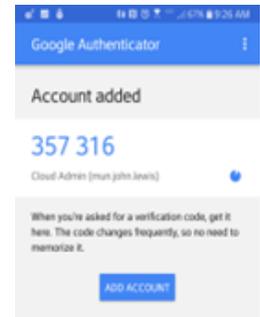
1. Log into Cloud Admin at <https://muniscloud.tylerhost.net>
 - a. You will log in with your EERP Credentials.
 - b. Click "Log In"



2. If you are logging in from your Mobile Phone, you can click the Apple/iTunes link if you use an iOS device or the Google Play Store link if you use an Android device
 - a. If you want to learn more about the Google Authenticator, you can click the Help link
 - b. On the following page, you will see a QR code. Before scanning, you will need to install the authentication application.
3. Go to the App Store (iOS) or Google App Store (Android)
 - a. Search for “Google Authenticator”



- b. Download the application, being sure to download the official Google app (Google LLC)
4. Once installed, open the application
 - a. Click “Begin Setup”
 - b. Click “Scan barcode”
 - c. Scan the QR code that displayed on the Cloud Admin website.
 - d. If the website has timed out, simply log back in and complete setup again until you get to the QR code.
 - e. Once the QR code is scanned, you will see a code displayed on your Smart Phone.
5. Click “Next” On Cloud Admin



6. Enter the 6-digit code from the Google Authenticator Application into the Cloud Admin box and click “Verify Code and Enable”
7. Once you have verified your Two-Factor Authentication code, you will be directed to the Home Page

Moving forward, whenever you log into Cloud Admin, you will need to enter in a 6 digit code. If you ever lose your Smart Phone, or accidentally delete/Uninstall the Google Authenticator Application, you may have another administrator disable Two-Factor Authentication in your Cloud Admin profile so you can set it up again, or you may reach out to TSM SaaS Support to reset your account.



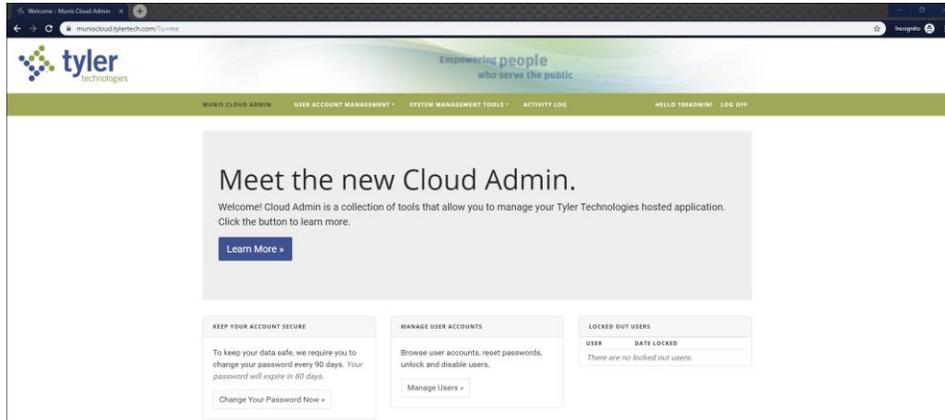
Site Settings

When you log into EERP (Munis) Cloud Admin, you will see the Welcome message:

Welcome! Cloud Admin is a collection of tools that allow you to manage your Tyler Technologies hosted application. Click the button to learn more.

You can click on the “Learn More” button for additional information, or review information specific to your site by clicking on the links in the available sections of the page:

- Keep your account secure: **Change Your Password Now**
- Manage User Accounts: **Manage Users**



- Locked Out Users: (list of affected users and date of lock)
- SaaS Authorization Form Updates: **Update Form**

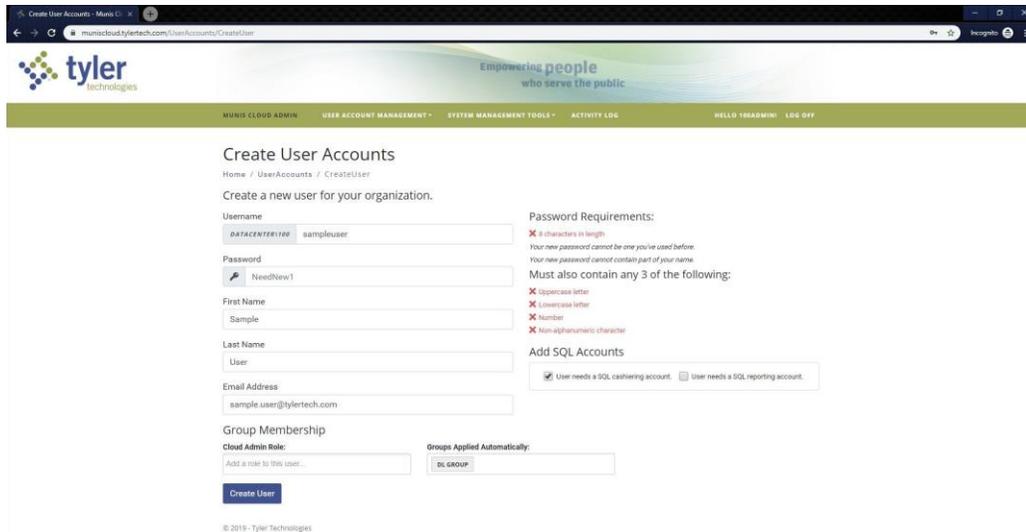
You can also **Enable/Disable Password Expiration Notification Emails** by selecting **Settings** under **USER ACCOUNT MANAGEMENT** on the menu.

USER ACCOUNT MANAGEMENT

Creating New Users

Once logged in completely, hover over the User Account Management drop-down menu.

1. Select “Create User”
 - a. Fill out the user’s information.
 - b. **All fields are required, including an email address**
 - c. If a user does not have an email address, you will still need to enter one
 - d. You may leave the password field blank which will generate a generic password, or type in a different temporary password
 - e. The user will be required to click a reset link in their email after they log in for the first time



- f. If the user will need a Reporting account, you can check the boxes to create those accounts at this time

Note: The user will need to login to the Cloud Admin once to allow the secondary account passwords to sync. The Tyler Reporting account password will be the same as the user's EERP account password.

2. If the user will not need any administrative permissions, you can click "Create User"

If the user will need administrative permissions, you can select those from the "Cloud Admin Role:" Group Membership box. Simply click in the box to see a list of available roles. Choose the role that best fits. These roles are explained below:

- **Cloud Admin Administrator** – User has full administrator account. Can manage all users and environments, can edit the SaaS Authorization Form
- **User Account Manager** – User has only administrator permissions to fully manage users (Create, Edit, Reset Password, Disable/Enable, Change Roles)
- **Database Admin** – User has only administrator permissions to manage Databases (Backup, Refresh)
- **Unlock Users Only** – For granting users the ability to unlock other users in their domain
- **Database Backups Only** – User may only Backup Production Database
- **Database Refreshes Only** – User may only Refresh Non-Production Database(s)
- **User Password Resets Only** – User may only reset user passwords (All User's Passwords)
- **2-Factor Opt-In User** – Forces the user to require 2-Factor authentication.

Updating Users

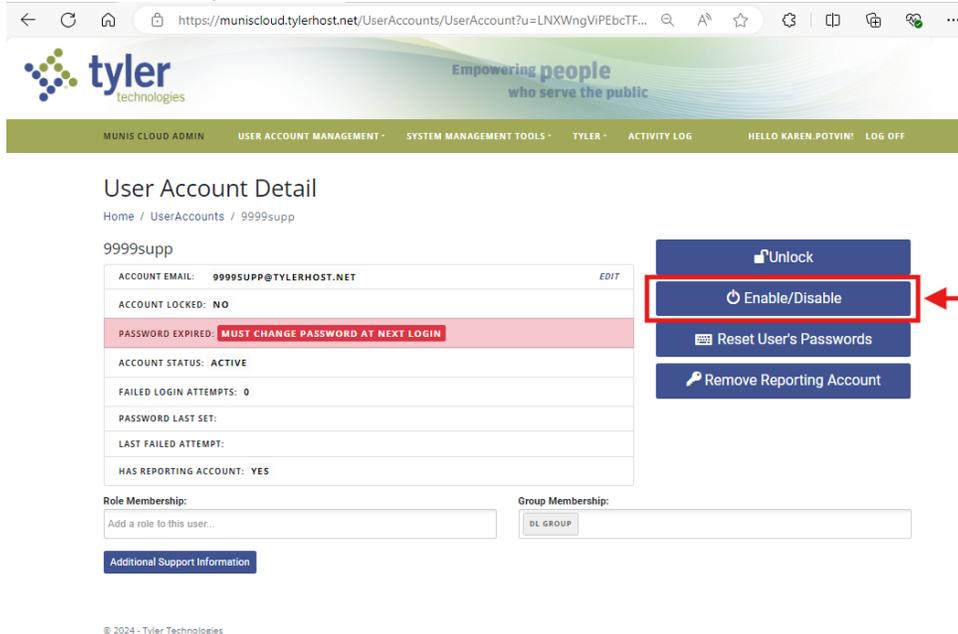
If a user's information has changed, or reports an issue, you can search for the user and update the information.

1. Once logged in completely, hover over the User Account Management drop-down menu
2. Select "Manage User Accounts"

3. To locate the user, you can either select them from the displayed list, or search for the user in the “Find a User...” search bar.
 - a. If searching for a user, simply click their username
 - b. If selecting a user from the list, click on “View Details” to the far-right of their username

You may address various user issues:

- Unlock an account if the user has tried to log in too many times. Even if they reset, a Cloud Admin account must be unlock the user’s account (security)
- If a user has left, you can Disable the account



- When you reset the user’s password, the user will receive an email with the password reset link
- If the user will need a Reporting account, you can check the boxes to create those accounts at this time
- The user will need to login to the Cloud Admin once to allow the secondary account passwords to sync. The Tyler Reporting account password will be the same as the user’s EERP account password.
- Reset 2FA here if a user has gotten a new phone and needs to set up 2FA again.
- You can add Cloud Admin Roles here, as well.

Note: If there is an issue with the user’s name, you must reach out to TSM Support to make a correction on the backend.

Resetting Your Password

1. Log into Cloud Admin at <https://muniscloud.tylerhost.net>
2. You will log in with your EERP Credentials.
3. Once logged in completely, click on “Change Your Password Now”

4. Verify your old password in the “Old Password” field
5. Enter a new password in the “Password” field, following the requirements listed.
6. Confirm your new password in the “Confirm Password” field
7. If you do not have an email address on file, you can enter one now, or update an existing email address
8. Click “Reset My Password”

Resetting Other User Passwords

4. Once logged in completely, hover over the User Account Management drop-down menu
5. Select “Manage User Accounts”
6. To locate the user, you can either select them from the displayed list, or search for the user in the “Find a User...” search bar.
 - a. If searching for a user, simply click their username
 - b. If selecting a user from the list, click on “View Details” to the far-right of their username
7. Click “Reset User’s Password” and an automated email will be sent to the user at the address specified in the profile.

Forgotten Passwords

If your users have trouble logging into Cloud Admin or EERP, have them follow the instructions below:

1. Go to <https://muniscloud.tylertech.com/Account/ForgotPassword>
2. Enter your Email address and Username
3. Click “Send Reset Link”
4. You will receive an automated email with a link to reset your password.

SAAS AUTHORIZATION FORM

Administrative Access

This form provides us with the necessary information regarding who will be allowed to call Tyler Support to request routine services.

It also provides us with a list of individuals who will be emailed with any important announcements regarding server status or other important information.

1. Under USER ACCOUNT MANAGEMENT, click SAAS AUTHORIZATION FORM

Empowering people who serve the public

MUNIS E-LOG ADMIN USER ACCOUNT MANAGEMENT SYSTEM MANAGEMENT TOOLS TYLER ACTIVITY LOG HELLO MUN.CHRIS.NUNN@LSE.DDF

Currently Viewing: mu0100 - Munis, A Tyler Technologies Company, ME

SaaS Authorization Form

This form provides us with the necessary information regarding who will be allowed to call us to request routine services. It also provides us with a list of individuals who will be emailed with any important announcements regarding server status or other important information. It is recommended you review and update this form annually.

Primary Contact Name: Chris Nunn Email: chris.nunn@tylertech.com

Telephone: Extension:

Backup Contact Name: Email:

Phone: Extension:

Other key individuals in your organization whom you wish to have critical notifications, updates, and other important information sent to:

Name: Email:

Name: Email:

Name: Email:

Name: Email:

Other key individuals in your organization who you wish to have full administrative access which includes view/edit all Online Support Portal Cases, Create Users, Reset Users Passwords, Refresh Databases, Unlock/Lock Munis, and install Managed Internet Updates (MIUs).

Name: Email:

Name: Email:

Name: Email:

Name: Email:

We can custom tailor groups of users to have some but not all administrative access listed above. Please use the Additional Comments Section at the end to specify your custom groups/configurations.

Allow an individual user to request us to reset their password or failed logins?

Additional Comments:

Submit Changes

2. When you have completed your review of the fields you may add any additional notes you deem appropriate regarding the contacts or special instructions.
3. Selecting the checkbox labeled “Allow an individual user to request us to reset their password or failed logins?” Signifies the granting of permission to SaaS Support to assist your end users directly with password reset related tasks.
4. Click the Submit Changes button in the lower right corner of the screen to save new entries.

It is recommended you review and update this form at least annually and when there are administrative personnel changes.

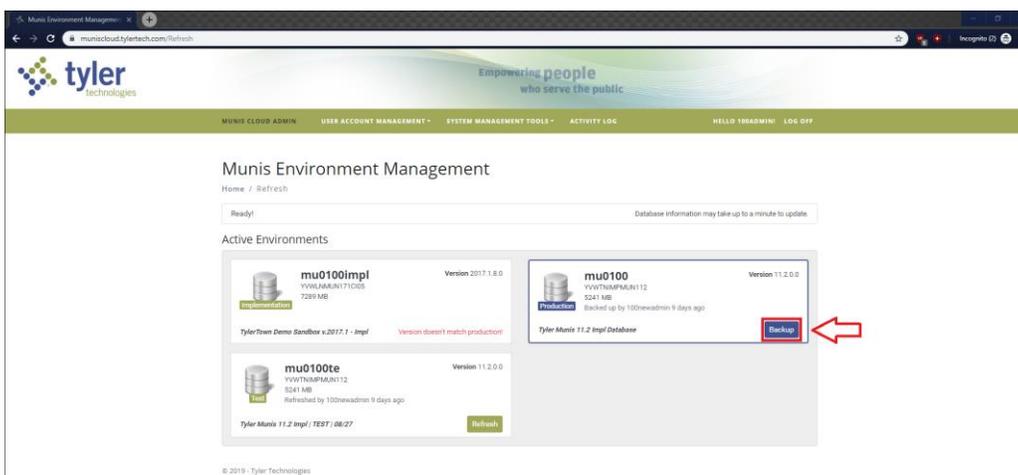
SYSTEM MANAGEMENT TOOLS

Production Database Backups

Once logged in completely, hover over the System Management Tools drop-down menu

1. Select “Environment Management”

- a. You will see details about your EERP Databases



- b. Review the database names, server names, database sizes, and EERP versions
2. Click the “Backup” button for your Production environment
 - a. Note: You can only backup Production environments on demand.
 3. Check the box to confirm that you wish to “Create a backup of the production database?”
 4. Click “Start Database Backup”
 - a. You will see a progress bar indicating the status of the backup.
 - b. Once complete, your Production environment will show the last backup date and time.

The backup resides in our datacenter and can be accessed by SaaS support upon request for restoration purposes. Backups here will only be saved for 7 days before deletion.

Backups should be run prior to any major altering events, such as Month-End or Year-end Closings, conversion passes, or major updates.

Hosting Services does backup your Production Database nightly, however, these Cloud Admin on-demand backups are recommended to be used for immediate recovery in the event of issues with Month-End or Year-End Closing.

Refreshing Databases

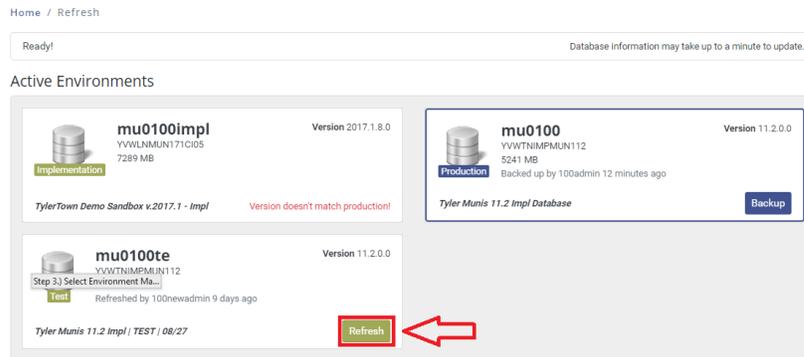
Refreshes can only be performed in Cloud Admin on Non-Production databases that are on the same version as Production but can be performed on databases of a higher version than Production by contacting TSM SaaS Support for assistance.

Database refreshes cannot be performed on databases at a lower version than Production

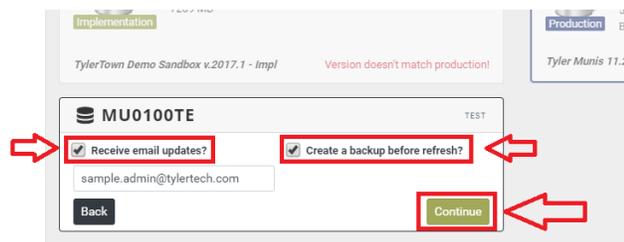
1. Once logged in completely, hover over the System Management Tools drop-down menu and Select “Environment Management”

2. Click the “Refresh” button for your Non-Production environment

Munis Environment Management

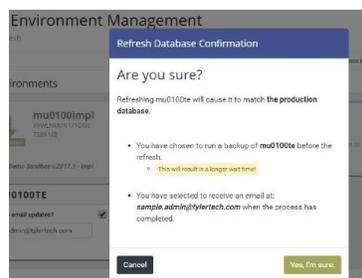


- You can only refresh an environment that matches the version of your Production environment. You will see a note on a non-matching version that states “Version doesn’t match production!” If you need this database refreshed with production data, please contact TSM SaaS Support.
- Check the box to “Receive email updates?” to have an email sent to you when the refresh completes.
- Check the box to “Create a backup before refresh?” to make a backup of your Non-Production environment prior to the refresh. This will cause the refresh to take longer to complete but may be helpful if rollback is needed. (Production is automatically backed up during a refresh)



3. Click “Continue”

- Verify the options you selected (Backup non-Production, Email notification) are correct. If they are not, hit “Cancel” and update accordingly. If everything is correct, click “Yes, I’m sure.”



- b. You will see a progress bar indicating the status of the refresh. If the progress bar gets hung up, click the Refresh button to refresh the view. If it continues to hang, reach out to TSM SaaS Support.

Munis Environment Management

Home / Refresh

Starting Environment Request
 Starting refresh request on database mu0100. Refresh started by 100admin a few seconds ago

Active Environments


mu0100impl
YVWLNMMUN17IC05
7289 MB
Implementation

Version 2017.1.8.0

TylerTown Demo Sandbox v.2017.1 - impl


mu0100
YVWTNIMPJUN112
5241 MB
Backed up by 100admin 22 minutes ago

Version 11.2.0.0

Tyler Munis 11.2 Impl Database


mu0100te
YVWTNIMPJUN112
5241 MB
Test

Version 11.2.0.0

Tyler Munis 11.2 Impl | TEST | 08/27

RUNNING REFRESH

- Once complete, your Non-Production environment will show the last refresh date and time.

ACTIVITY LOG

Activities

The Activity Log tracks events such as user login, environment refreshes, backups, updating passwords such as synching SQL accounts, enable/disable accounts, unlocks, and more. You can filter by username, keyword (examples) and severity. This is helpful auditing information.

You can sort the list of events by the column heading or filter the list by type. Severity types include:

- 1-Critical: PW Synch fail, user action failed
- 2-High: login failure
- 3-Medium: PW reset, add user, enable/disable
- 4-Low: DB refresh, login success

MUNIS CLOUD ADMIN
USER ACCOUNT MANAGEMENT
SYSTEM MANAGEMENT TOOLS
TYLER
ACTIVITY LOG
HELLO MUN.KAREN.POTVIN!
LOG OFF

Activities Log

Home / Events

Filter By Username:

Filter By Keyword:

Filter By Severity:

Reset

LOG NAME	DATE	USER NAME	DATA	KEYWORDS
environmentrefresh	11/29/21 12:18 PM EST	ribby	User ribby requested an environment refresh reset on Test for MU0100.	environmentrefresh environmentrefresh_reset
users	11/19/21 10:13 AM EST	100aacorn	100aacorn successfully synchronized their Reporting password.	synchronizereportingpassword
users	11/19/21 10:13 AM EST	100aacorn	100aacorn successfully synchronized their Cashiering password.	synchronizecashieringpassword
login	11/19/21 10:13 AM EST	100aacorn	100aacorn (Munis) has logged into Cloud Admin.	login-event success
login	11/19/21 10:12 AM EST	100ACorn	100ACorn (Munis) attempted to log into the Cloud Admin, but supplied invalid credentials.	login-event failure credentials
login	11/19/21 10:12 AM EST	system	100aacorn successfully changed their password.	set-password success email-password-link

DOCUMENTATION

TylerNow

There are many KCS Articles supporting Cloud Admin. These are client facing articles that can be shared with your users, or they can search for information at:

<https://tylernow.atlassian.net/wiki/spaces/KA/overview>

- [Cloud Admin SaaS Authorization Form](#)
- [Reset 2 Factor Authentication in Cloud Admin](#)
- [Cloud Admin Add User](#)
- [Munis Cloud Admin Reporting Accounts](#)
- [Incorrect Name for New User in Cloud Admin](#)
- [Cloud Admin Password Exception Error](#)
- [How To Refresh Munis Environment from Cloud Admin](#)
- [Year End Backup in Cloud Admin](#)

QUESTIONS?

Tyler Support

If you have further questions or need assistance with EERP (Munis) Cloud Admin, please reach out to TSM SaaS Support.

Tyler Support: 1.800.772.2260

TSM Saas Support: 3806

<https://www.tylertech.com/client-support/enterprise-erp-support>

<https://tylertech.microsoftcrmportals.com>