



Invite Your First Users

Invite colleagues to Northstar Cloud and assign the access they need. Invitations are sent individually and expire after seven days.

Before You Begin

You must have the **Owner** or **Administrator** role. Confirm the email address the person will use to sign in. For single sign-on (SSO), use the email address supplied by your identity provider.

Send an Invitation

1. Select **Users** in the sidebar, then select **Invite user**.
2. Enter the person's email address in **Email address**.
3. Select **Member** or **Administrator** from **Role**. **Member** is selected by default.

Members can view their own profile and team memberships and manage their personal settings.

Administrators can also manage users and teams and view and export activity reports. Administrators cannot manage Owners or configure organization authentication settings.

A screenshot of the "Invite user" dialog box. The title is "Invite user" in bold. Below it is a subtitle: "Invite a colleague to Alder Field Services." There are two input fields: "Email address" with the value "alex.chen@example.com" and "Role" with a dropdown menu showing "Member". Below the dropdown is a note: "Members can view their own profile and team memberships." and another note: "The invitation expires after seven days." At the bottom are two buttons: "Cancel" and "Send invitation".

Invite user

Invite a colleague to Alder Field Services.

Email address

Role

Member

Members can view their own profile and team memberships.

The invitation expires after seven days.

CancelSend invitation

The Invite user dialog with Member selected.

4. Select **Send invitation**.

Check the Invitation

Northstar sends the invitation and adds the person to the user list with the status **Invited**. Their name appears after they accept the invitation.

Users

Manage access to your organization.

Invite user

Invitation sent to alex.chen@example.com.

Search users

Search by name or email address

Status

All statuses

Role

All roles

Name	Email address ↑	Role	Status	Last sign-in
—	alex.chen@example.com	Member	Invited	Never
Casey Tran	casey.tran@example.com	Member	Active	29 Sep 2026, 09:15 UTC
—	jordan.lee@example.com	Member	Invited	Never
Morgan Ellis	morgan.ellis@example.com	Owner	Active	29 Sep 2026, 13:40 UTC
Priya Shah	priya.shah@example.com	Administrator	Active	29 Sep 2026, 11:20 UTC
Rowan Bell	rowan.bell@example.com	Member	Deactivated	24 Sep 2026, 16:05 UTC

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The Users page after an invitation is sent.

The recipient opens the invitation, enters their name, and completes authentication. They create a password or use SSO, depending on your organization's settings. If SSO is required, they must use SSO.

For password sign-in, Administrators must set up multi-factor authentication (MFA). Members must set it up if your organization requires it. For SSO, MFA requirements are managed by the identity provider.

The user becomes **Active** after completing these steps. You can then add them to a team. An existing Owner can also assign the **Owner** role after activation; it is not available when sending an invitation.

Resend an Invitation

Resend an invitation if it has expired or the recipient needs a new link. Resending invalidates the previous link and starts a new seven-day acceptance period. Ask the recipient to use the newest invitation.

1. On **Users**, search for the email address. You can filter **Status** to **Invited**.
2. Select the email address to open the user details.
3. Select **Resend invitation**.

alex.chen@example.com

Role: Member · Status: Invited

Teams: None

Invitation expires: 6 October 2026, 14:00 UTC

CloseResend invitationRevoke invitation

A pending invitation with resend and revoke actions.

An expired invitation retains the **Invited** status and displays an **Expired invitation** indicator.

Revoke an Invitation

Revoke an invitation if the person no longer needs access or you used the wrong email address. Revoking invalidates the link and removes the pending user record. Invitation activity remains in activity reports.

1. On **Users**, select the pending user's email address.
2. Select **Revoke invitation**.
3. Review the email address in the confirmation dialog, then select **Revoke invitation**.

Email addresses cannot be edited. To correct an address, revoke the pending invitation and send a new invitation to the correct address.

If the Email Address Already Exists

Find the existing user record and check its status before taking another action.

Status	Action
Invited	Resend the existing invitation if the recipient needs a new link.
Active	The person already has an account. Direct them to sign in.
Deactivated	Reactivate the existing account if access should be restored. A new invitation is not required.