WORDPRESS USER MANAGEMENT

CONTENTS

1. INTRODUCTION

If you are the main person responsible for the management of your Amnesty website, it is important for you to be aware of how many people have access to log in to WordPress and make changes to the site. Having a well-managed user list means having more control over the contents and security of your site. The following guide explains some considerations and best practices for WordPress user management.

Your WordPress user role (e.g. Author, Editor, Admin) will affect the level of access you have to view the user list, create users, reassign user roles and delete users. **The Web Ops team is available to support you with your user management, please get in touch if you have any questions (website@amnesty.org).**

2. ADDING A NEW USER

If you have the Administrator or Super Administrator role, you should be able to add new users to your site.

If you do not have the capability to add a new user to your website or need some help to do this,

please get in touch with the Web Ops team (website@amnesty.org).

When adding a new WordPress user, please take the following steps to support the anonymity and protection of Amnesty International staff:
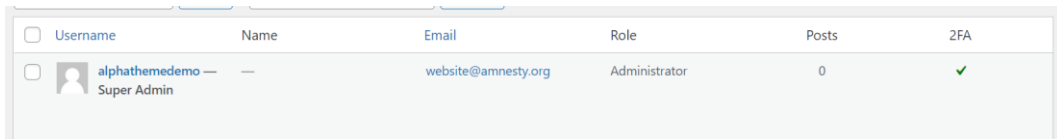
2.1 MULTI FACTOR AUTHENTICATION

All users on Amnesty WordPress theme sites must use Two Factor Authentication (2FA).

First, add the user with the 'Subscriber' role (they will be able to log in and set up 2FA but won't have access to edit or publish content).

Ask the user to follow the instructions below. They will need to use an authenticator app on their phone (e.g. Google Authenticator or Microsoft Authenticator):

1. Log in to WordPress
2. Select Two Factor Auth on the side panel
3. Scan the QR code to set up a new account on your Authenticator App
4. Select Enabled
5. Click Save Changes

You will be able to check that they have successfully set up MFA by the green tick on the user list:

Username	Name	Email	Role	Posts	2FA
alphathemedemo — Super Admin	—	website@amnesty.org	Administrator	0	✔

Once you are satisfied that the user has successfully enabled 2FA, you can assign them the correct user role (more on assigning user roles below).

2.2 SET PUBLIC DISPLAY NAME TO INITIALS

Usually, the Amnesty WordPress Theme doesn't show WordPress user display names publicly. However, it is worth making this change as an extra precaution, because the measures we have put in place could be un-done by a routine update to WordPress or to one of the plug-ins.

Setting users display names to initials should be a step you take every time you set up a new user on your site.

How to:

1. Once you have created the new user, click 'edit' under their name in the user list
2. Enter the users initials into the 'Nickname' field
3. Click on the drop-down list alongside 'Display name publicly as'
4. Select the initials
5. Click 'Update User'

2.3 BLOCK SEARCH INDEXING

The Yoast plugin offers an option to let search engines know we want to keep WordPress author pages out of the search results. Read more here.

This step should be taken every time you set up a new user on WordPress:

1. Click 'edit' to go to the user's profile settings
2. Scroll down to the Yoast SEO Settings section
3. Check the box for "Do not allow search engines to show author's archives in search results"
4. Click Update User

3. ASSIGNING USER ROLES

WordPress offers several different roles with varying levels of access. A user's role should be decided on the basis of what level of access they currently need (i.e. not on what they might need in future – roles can always be changed later if necessary).

The below roles are all suitable for any users working on content for your website, please make sure you do not assign users with a higher level of access than necessary:

EDITOR
<mark>Editor = somebody who can publish and manage posts including the posts of other users.</mark>

AUTHOR
<mark>Author = somebody who can publish and manage their own posts.</mark>

The Author role is for people who regularly and confidently publish content on our website and do not need sign-off or oversight from another member of staff. This role should be used for users who do not need to edit and publish other users work.

CONTRIBUTOR
<mark>Contributor = somebody who can write and manage their own posts but cannot publish them.</mark>

This role is for someone who is new to using the CMS or who does not regularly post website content. They will be able to create and edit posts which can be checked and then published by someone with the Editor role.

SUBSCRIBER
<mark>Subscriber = somebody who can only manage their profile.</mark>

The Subscriber role is used for someone who:

- Doesn't yet have two factor authentication set up
- is not yet trained on using WordPress

Subscribers don't have access to the WordPress back end.

Read more about [WordPress User Roles and Capabilities](.)

4. REVIEWING YOUR USER LIST

We recommend regularly auditing your user list to ensure nobody has access to the site who no longer needs it.

WHERE TO FIND THE USER LIST

If you have access to view the user list, you will see it in the WordPress side bar, or via **[your site]/wp-admin/users.php**:
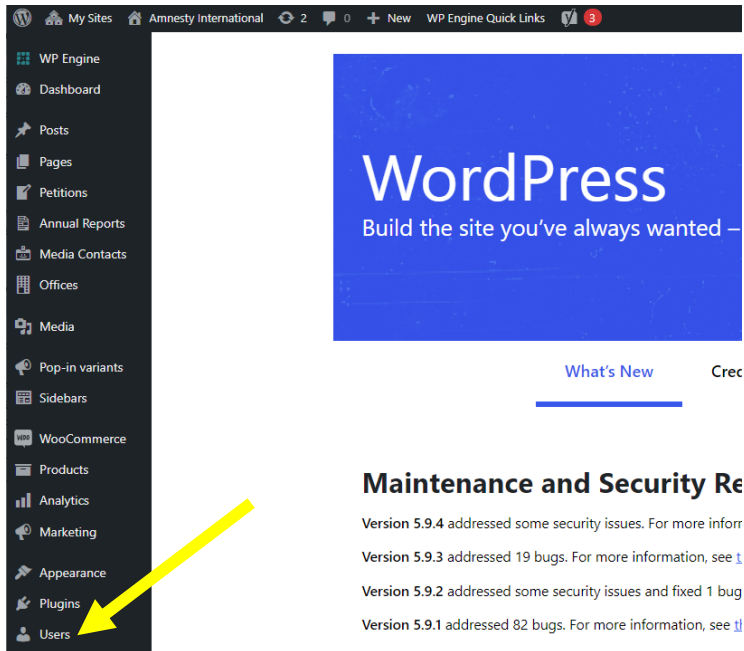
If you do not see the Users list in your sidebar, please feel free to get in touch with Web Ops (website@amnesty.org) to discuss user management for your site.

QUESTIONS TO ASK WHEN YOU ARE REVIEWING YOUR USER LIST

Look through the users on your list and think about which users could be removed. Here are a few prompts:

- Is there anyone on the list who no longer works on website content?
- Is there anyone on the list who no longer works for Amnesty International?
- Is there anyone on the list who does not need the level of access they have? Or could do what they need to with a more limited user role?

Please make plans to regularly review your user list and re-assign roles as appropriate or remove users who no longer need access to your site.

5. REMOVING USERS

Once you have decided which users need to be removed, you can get in touch with Web Ops (website@amnesty.org) and someone from the team will be able to delete those users from your site.

When WordPress users are deleted, any content they have authored must be reassigned to another WordPress user, otherwise the content will be deleted.

When you get in touch to request users to be deleted, please provide the following information:

    a.   **Username**
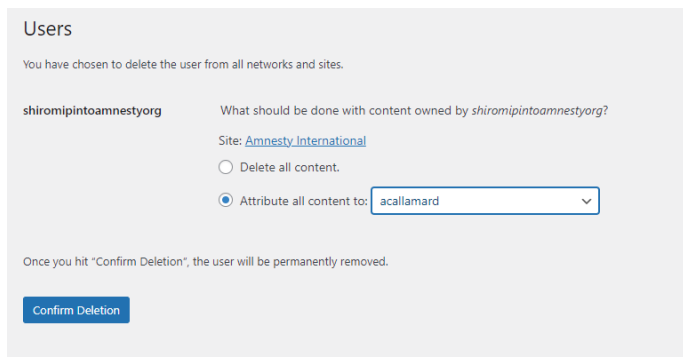   b.   **Which user should their content be reallocated to?**

HOW TO DELETE WORDPRESS USERS

If you have the Super Admin role, you should be able to delete users from your site yourself, via the user list at the Network level:

1. Go to the user list: **[your site]/wp-admin/network/users**
2. Underneath the user's name, select 'Delete'
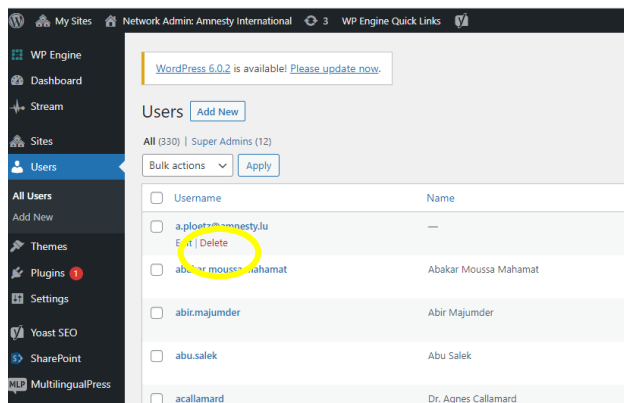
3. If the user is an author of any content, you will be asked to attribute their content to another user. Select 'Attribute all content to' and choose another user to be named as the author for that content.

4. Click 'Confirm Deletion'.