

Users & Security

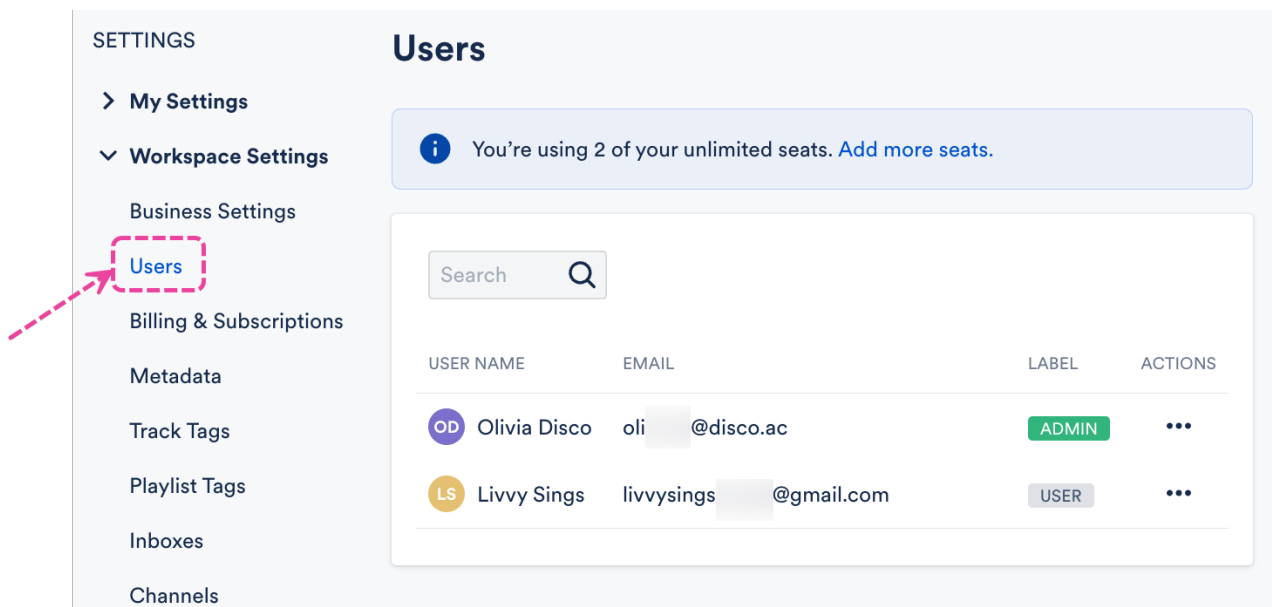
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Managing Users in your DISCO

You can invite **Users** to and remove them from your DISCO and manage their permissions within your account **Settings**.

At a glance

You can see a list of all Users in your DISCO from your account **Settings** under **Workspace Settings > Users**.



The screenshot shows the DISCO Settings interface. On the left, a sidebar lists various settings categories: My Settings, Workspace Settings (expanded), Business Settings, Billing & Subscriptions, Metadata, Track Tags, Playlist Tags, Inboxes, and Channels. The 'Users' option under Business Settings is highlighted with a red dashed box and a red arrow. The main content area is titled 'Users' and features a notification bar stating 'You're using 2 of your unlimited seats. [Add more seats.](#)'. Below this is a search bar and a table listing users.

USER NAME	EMAIL	LABEL	ACTIONS
Olivia Disco	oli [redacted]@disco.ac	ADMIN	...
Livvy Sings	livvysings [redacted]@gmail.com	USER	...

User permissions

There are two levels of user permission in DISCO: **Admins** and **Users**.

Admins

Each DISCO needs to have *at least one* Admin. For new DISCOs, the first user will be made an Admin, and they'll be responsible for assigning permissions to other Users.

There are certain actions that *only* Admins can perform. These include:

- deleting Users
- changing Users to Admins
- changing Admins to Users
- updating **Business Settings** (under **Settings > Workspace Settings**)

- requesting to delete the business (via **Business Settings**)

Users

Users can invite other Users and cancel invites.

Changing User permissions

This can only be done by Admins and includes:

- changing Users to Admins
- changing Admins to Users

To do this:

1. In the top-right corner of your DISCO, open **Settings** (the person icon) and select **Settings and Account**.
2. Under **Workspace Settings**, select **Users**.
3. Open the **Actions menu (…)** to the right of the User and select an option from the list: **Make Admin** or **Make User**.

SETTINGS

Users

My Settings

Workspace Settings

Business Settings

Users

Billing & Subscriptions

Metadata

Track Tags

Playlist Tags

Inboxes

You're using 2 of your unlimited seats. [Add more seats.](#)

Search

USER NAME	EMAIL	LABEL	ACTIONS
OD Olivia Disco	oli @disco.ac	ADMIN	...
LS Livvy Sings	livvysings @gmail.com		

Make User

Delete user

Inviting Users to your DISCO

Before inviting a User to your DISCO, make sure that you have enough seats added to your plan. You can add seats by going to **Settings** (the person icon in the top-right corner of your DISCO) > **Settings and Account** > **Workspace Settings** > **Billing & Subscriptions** > **Add/remove seats**.

SETTINGS

My Settings

Workspace Settings

Business Settings

Users

Billing & Subscriptions

Metadata

Track Tags

Playlist Tags

Inboxes

Channels

Themes

Billing and Subscriptions

View pricing

Pro Plan

Infinity users, ∞ tracks

Everything on Plus, plus:
Custom fields
Password protection
Distributor Ingestion

Change Plan

Inclusions

Users2/Unlimited

Last user added 9 days ago

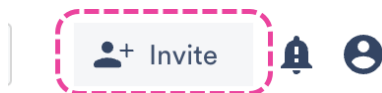
Add/remove seats

Tracks193/∞

Add/remove tracks

Once you've confirmed you have enough seats, follow these steps to invite a new User:

1. In the top-right corner of your DISCO, click the **+ Invite** button.



2. This will open a window where you can enter the User's **Email Address**, **First name** (optional), and **Last name** (optional).

Invite your team to DISCO

×

You're using 2 of your unlimited seats. [Add more seats.](#)

Email Address	First name	Last name	Action
<input type="text" value="newuser@disco.ac"/>	<input type="text" value="(optional)"/>	<input type="text" value="(optional)"/>	<input type="button" value="✕"/>
<input type="button" value="Add another member"/>			

Personalise your invite by [writing a message.](#)

3. If needed, click the **Add another member** button to add multiple Users at once.
4. Click the **Invite** button.

Resending and cancelling User invites

New Users are added to your DISCO when they click the link in the invite email and set up their accounts. Anyone in your DISCO (both Admins and Users) can resend or cancel invites.

To resend or cancel an invite:

1. In the top-right corner of your DISCO, open **Settings** (the person icon) and select **Settings and Account**.
2. Under **Workspace Settings**, select **Users**.
3. Open the **Actions menu (...)** to the right of the User with the **Invited** label and select an option from the list: **Resend** or **Cancel invite**.

The screenshot shows the 'Users' management page in DISCO. On the left, the 'Settings' sidebar is visible with 'Workspace Settings' expanded and 'Users' selected. The main content area shows a table of users. The first user is 'Olivia Disco' (OD) with email 'oli@disco.ac', labeled 'YOU! ADMIN'. The second user is 'Livvy Sings' (LS) with email 'livvysings@gmail.com', labeled 'USER'. The third user is 'New User' (NU) with email 'newuser123456@disco.ac', labeled 'INVITED'. A red dashed box highlights the 'INVITED' label and the actions menu (three dots) for the 'New User'. A red dashed arrow points from the actions menu to the 'Resend' and 'Cancel invite' options.

USER NAME	EMAIL	LABEL	ACTIONS
OD Olivia Disco	oli@disco.ac	YOU! ADMIN	...
LS Livvy Sings	livvysings@gmail.com	USER	...
NU New User	newuser123456@disco.ac	INVITED	...

Deleting users

This can only be done by Admins.

To do this:

1. In the top-right corner of your DISCO, open **Settings** (the person icon) and select **Settings and Account**.
2. Under **Workspace Settings**, select **Users**.
3. Open the **Actions menu (...)** to the right of the User and select **Delete user** from the list.

The screenshot shows the 'Users' management page in DISCO. On the left, the 'Settings' sidebar is visible with 'Workspace Settings' expanded and 'Users' selected. The main content area shows a table of users. The first user is 'Olivia Disco' (OD) with email 'oli@disco.ac', labeled 'ADMIN'. The second user is 'Livvy Sings' (LS) with email 'livvysings@gmail.com', labeled 'USER'. A red dashed box highlights the 'Delete user' option in the actions menu (three dots) for the 'Livvy Sings' user. A red dashed arrow points from the actions menu to the 'Delete user' option.

USER NAME	EMAIL	LABEL	ACTIONS
OD Olivia Disco	oli@disco.ac	ADMIN	...
LS Livvy Sings	livvysings@gmail.com	USER	...

4. A confirmation message will appear. If you're sure, click the **Yes, remove** button.

Delete user

Remove Livvy Sings from the team?

Cancel

Yes, remove

Once a user is deleted, parts of their account are transferred over to the Admin who deleted them:

- Their personal Inbox becomes a custom Inbox. The Admin who deleted them becomes a Manager of this Inbox, and it is only visible to them.
- Their content becomes a Channel. The Admin who deleted them becomes a Manager of this Channel, and it is only visible to them.
- The Admin who deleted them is also added as a Manager to all Channels that were previously owned or managed by the deleted User.

Setting up and using Multi-factor Authentication (MFA)

To help protect your DISCO account, we strongly suggest enabling **Multi-factor authentication (MFA)**.

At a glance

Multi-factor authentication (MFA), is an extra security measure that can be enabled on an online account. After entering a username and password to log in, MFA requires users to present one or more additional types of authentication to decrease the chances of the account being compromised. Most commonly, this is in the form of entering a dynamic six-digit verification code.

Sign in to DISCO

Verification code

Verify

These verification codes are generated by a third-party authentication app, such as **Google Authenticator**, **Microsoft Authenticator**, and others.

In many cases, passwords alone are not enough to protect online accounts. With MFA enabled, even if a hacker has your password, they won't be able to log into your account unless they have

the device with your authenticator app to access the verification codes.

Enabling multi-factor authentication on your DISCO

MFA can be enabled on your DISCO by request. Please email support@disco.ac or contact us via chat using the Support menu (question mark) in the bottom-right corner of your DISCO.

Note: When MFA is enabled for one DISCO, if there are users on that DISCO who use the same email address to log in to other DISCOs, they will also be prompted to use MFA when logging in to those other DISCOs.

Setting up multi-factor authentication

Initial set up prompt

When MFA is first enabled on your DISCO, *all users in your DISCO* will see the following setup prompt the next time they go to log in, just after entering their username and password:

Set up multi-factor authentication



Step 1: To set up your multi-factor authentication, scan the QR code above, or enter the secret below in the Google Authenticator app.

Secret: A[REDACTED]IV

Step 2: Once you've scanned the QR code or entered the secret, complete the set up by entering the code listed in your Google Authenticator app.

Code

Verify

Notes:

- The prompt will contain a unique **QR code** and **Secret** for each user. The screenshots in this article are for demonstration purposes only.
- Although the prompt mentions **Google Authenticator**, you are not required to use this specific app. You can use any authenticator app you prefer.

Pre-requisite steps

Before beginning the setup process, you will need to:

☐ Choose an authentication device

You can use a mobile device or computer.

☐ Save your Secret from DISCO

Also known as a **Secret Key**, this is the code shown in the MFA setup prompt in DISCO.



Important: This code is generated during the setup process and is **unique** to each user. Keep it in a safe place and **do not share** it with anyone. It will come in handy if you ever lose your authentication device, as you will need it to set up MFA again on another device.

☐ Install an authentication app or extension

☐ On mobile:

You can install an authentication app from the Google Play Store (Android) or App Store (iOS). Two well-known authenticator apps are **Google Authenticator** and **Microsoft Authenticator**, but any authenticator app will do.

☐ On your computer:

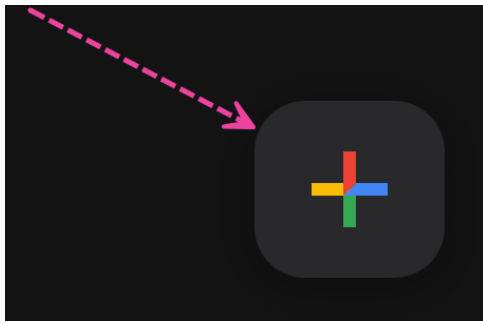
You can use a desktop app, or add an extension to your web browser. Some password managers (e.g. **1Password**, etc.) have authentication features built-in for desktop and browser use.

Step 1: Add your DISCO account to your authenticator app

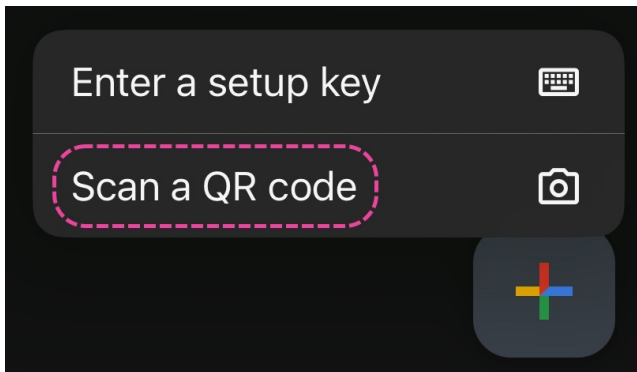
For the sake of simplicity, we have provided instructions below using two well-known authenticator apps: Google Authenticator and Microsoft Authenticator on a mobile device.

Set up MFA using **Google Authenticator** on a **mobile device**:

1. Open the Google Authenticator app on your mobile device.
2. To add a new account, tap the **+ plus** icon on the bottom right.

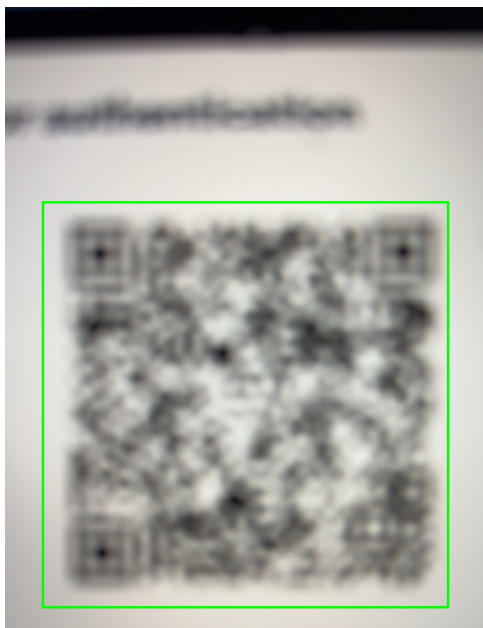


3. Tap **Scan a QR code***. This will open up your camera in barcode scanning mode.



Alternatively, you can tap **Enter a setup key, and enter the **Secret** key from the prompt in your DISCO.*

4. Hold your mobile device up to your computer screen, with the QR code from the prompt in your DISCO centered in your camera.



5. A new entry will be created for your DISCO account with a six-digit code underneath it.
6. The code will be valid for 30 seconds until it is replaced by another code, and so on. The timer to the right of the code indicates when the code is about to expire.



Tip: If the code is red, wait for the next code.

DISCO: livvy [REDACTED]@gmail.com

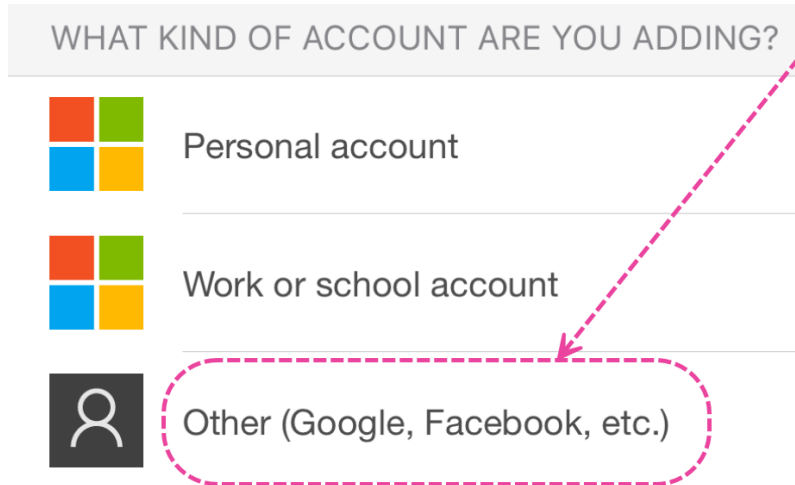
306 788

Set up MFA using **Microsoft Authenticator** on a **mobile device**:

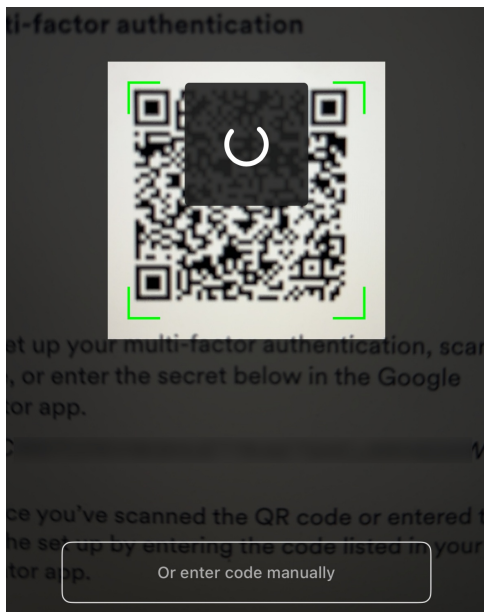
1. Open the Microsoft Authenticator app on your mobile device.
2. To add a new account, tap the **+** **plus** icon on the top right.



3. Tap **Other (Google, Facebook, etc.)**.

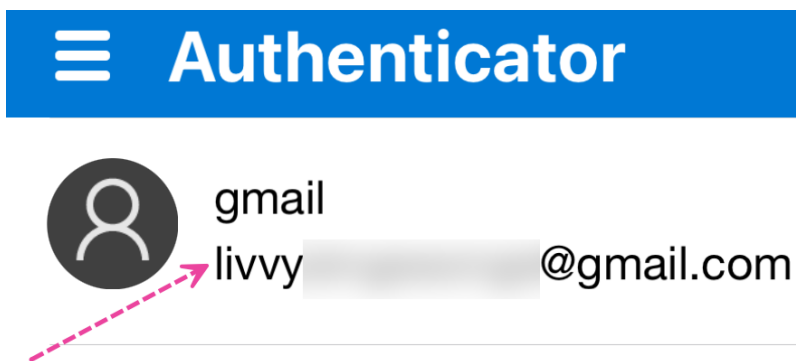


4. This will open up your camera in barcode scanning mode*.
5. Hold your mobile device up to your computer screen, with the QR code centered in your camera.

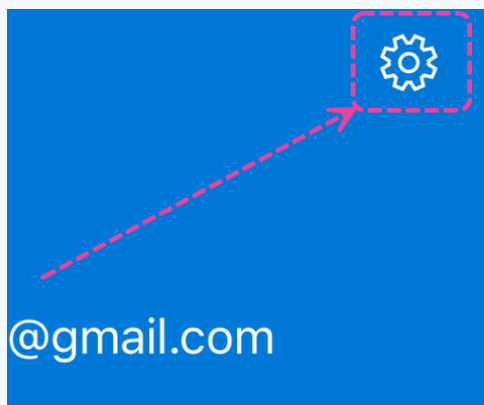


Alternatively, you can tap **Or enter code manually, and enter the **Secret** key from the prompt in your DISCO.*

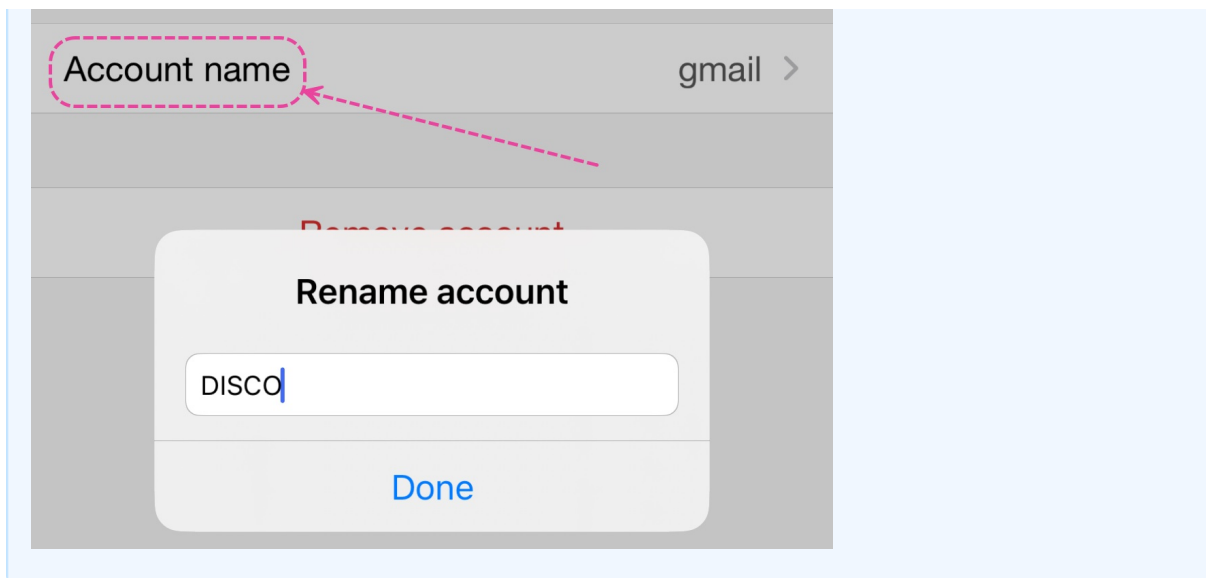
6. A new entry will be created for your DISCO account.



Note: The entry name will not reference DISCO when created. To rename it, tap on the entry, then tap the gear icon.



Tap **Account name**, edit the name, and tap **Done**.



7. To access the code, tap on the new account entry.
8. The code will be valid for 30 seconds until it is replaced by another code, and so on. The timer to the left of the code indicates when the code will expire.



One-time passwords enabled

You can use the one-time password codes generated by this app to verify your sign-ins



One-time password code

719 485

Step 2: Enter the six-digit code from your authenticator app into DISCO

Type or paste the code from your authenticator app, and click the **Verify** button.

Sign in to DISCO

Verification code

662633

☒ Keep me logged in

[Forgot your password?](#)

Verify

You will then be logged in to your DISCO and a message will appear in the bottom left corner to confirm MFA has been activated:


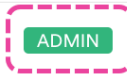




Resetting multi-factor authentication

If you no longer have access to the device you set up MFA with or you need to set up a new device, your MFA credentials must be reset. In either case, for security purposes, you will need to send an email to our Support team at support@disco.ac.

We will require verification from one of the Admins on your account, so to expedite matters it's helpful to CC one of your DISCO's Admins on the email. To find out who your account Admins are:

1. In the top-right corner of your DISCO, open **Settings** (the person icon) and select **Settings and Account**.
2. Under **Workspace Settings**, select **Users**.
3. Admins will have the **Admin** label to the right of their name.

USER NAME	EMAIL	LABEL
 Olivia Disco	olivia [redacted]	
 Livvy Sings	livvy [redacted]	

If you are an Admin, we will require verification from another Admin in your DISCO.

If you are the only Admin in your DISCO, we will use other means to verify your request.

Frequently Asked Questions

Do I have to use Google Authenticator? Can I use another app?

Our MFA system is compatible with other authenticator apps, such as Okta Verify, Authy, Lastpass, and Microsoft Authenticator. We suggest checking with your IT team to see what they recommend.

I have Google Authenticator set up, but my code isn't working.

Each code is only valid for about 30 seconds. Make sure to enter the code quickly, before a new code is generated. If you continue to have problems, please [contact our Support team](#).

What if I'm a member of more than one DISCO?

Provided you are using the same email account to login, you can use the same MFA codes for any DISCO you are a member of. Note that you will only be prompted for an MFA code on the DISCO's that have the MFA requirement enabled.

MFA is enabled on our DISCO, but I'm using DISCO and it hasn't prompted me to set it up yet.

To prevent disruption in your workflow, you will be prompted to set up MFA the first time you log in after it has been enabled on your DISCO. If you'd like to set it up immediately, please log out and log back in.
