

Userlane Portal

The Userlane Portal is the browser component of the Userlane solution. It includes your account settings and everything else you need to manage, customize, and organize your content. The features available are dependent on your user role.

Manage

Here you can manage, organize, and customize your Guides.

Guides are organized by chapters, similarly to folders on your computer. Guides that are not assigned to a specific chapter are displayed under *Unsorted Guides*. If you have deleted a Guide, you can access it under *Deleted Guides*.

Announce

The **Announce** tab displays all of your announcements. Here you can [create new announcements](#) or [edit and change the publishing status of current announcements](#).

Analyze

The **Analyze** tab is your analytics dashboard. Userlane's analytics is displayed in three report sections: **Overview**, **Guides**, and **Announcements**. The *Analytics* section in our help center provides more details on the analytics insights and how they can be used to improve your content.

Customize

On the **Customize** tab you can define general settings for your Userlane Assistant and content. Learn more about the customization options in the following articles:

1. [Guides: Define the behavior of your Guides](#)
2. [Languages: Add and manage multiple languages](#)
3. [Design: Customize colors and design](#)
4. [Texts: Customize button and slide texts](#)
5. [Welcome Slide](#)

Segment

Here you can define user and page segments. **User segments** allow you to target content to specific user groups using a range of attribute options. **Page segments** allow you to define the web pages on which your Guides and Announcements are available to users.

If you have already an account and you are based in Europe ⇒ [Start this Guide](#) to get an interactive overview of your personal Userlane Portal. If you are based in the US ⇒ [Start this Guide](#).

Account

The **My Account** menu is available to Userlane Admins and Moderators. It provides access to the following features:

Global Settings:

- **Applications:** add and change your application's name and URL
- **Integrations:** create and manage connections with a knowledge base or collaboration tool
- **Team:** invite users to your Team
- **User:** add and invite users to Userlane (Admins only)
- **Attributes:** create custom attributes
- **Processes:** view a history log of account processes, e.g. user and text import/exports

Personal Profile:

- **Login:** view and edit your Userlane credentials
- **Notifications:** receive email alerts when a Guide breaks
- **API Token:** generate a new access token to use for authentication

Access the Userlane Editor

The **Open Editor** button brings you directly to your underlying application and the **Userlane Editor**.

