

# Retrieving Global Users in Helix ALM

## Problem

You added global users to the Helix ALM License Server, but the users cannot access Helix ALM.

## Cause

Users added to the license server are not automatically added to Helix ALM.

## Solution

[Retrieve the global users in Helix ALM](#). Make sure retrieved users are [assigned a license and added to a security group](#) so they can access the Helix ALM project.

---

Article ID: 306

Last updated: 11 May, 2017

Revision: 5

Helix ALM (formerly TestTrack) -> Retrieving Global Users in Helix ALM

<http://www.seapine.com/knowledgebase/index.php?View=entry&EntryID=306>