

# Getting User Information

Method: `getUserProfile`

## Permissions to Run the Request

*Account Owner, Account Administrators, Department Administrators, or [custom roles](#).*

*Department Administrators and users with a custom role can get information about the users belonging to the departments they manage and their sub-departments.*

## Parameters

Parameter	Type	Description
credentials (required)	credentials	Read the description of the <a href="#">Credentials</a> object.
userId (required)	string	ID of the user whose information you want to get.

## Return Value

After the request has been completed, the system returns an object with the following properties.

Parameter	Type	Description
userId	string	ID of the specified user.
status	int	User status: 1 — active, 3 — inactive.
departmentId	string	ID of the department the user belongs to.
email	string	The email of the user.
groups	string[]	IDs of groups the user belongs to.
fields	string[][2]	User profile fields — an array of objects with the following properties: Id, value.
addedDate	date	The date the user was added to the account.
lastLoginDate	date	The date the user last timed logged in to the account.
manageableDepartmentIds	string[]	IDs of departments the users manages if their role is <i>Department Administrator</i> or <i>Publisher</i> .
role	string	The user's role.

## Possible Errors

Error	Description
Unknown user	The user with the given ID cannot be found.
Permission denied	You do not have enough permissions to get user info.

## Sample Call

```
<?xml version="1.0" encoding="utf-8"?>
<SOAP-ENV:Envelope xmlns:SOAP-ENV="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns="http://ispringlearn.com/go/services/api/soap">
  <SOAP-ENV:Body>
    <GetUserProfileRequest>
      <credentials>
        <accountUrl>http://myaccount.ispringlearn.com</accountUrl>
        <email>email@email.com</email>
        <password>password</password>
      </credentials>
      <userId>string</userId>
    </GetUserProfileRequest>
  </SOAP-ENV:Body>
</SOAP-ENV:Envelope>
```

## Sample Response

```
<?xml version="1.0" encoding="UTF-8"?>
<SOAP-ENV:Envelope xmlns:SOAP-ENV="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:ns1="http://ispringlearn.com/go/services/api/soap">
  <SOAP-ENV:Body>
    <ns1:GetUserProfileResult>
      <ns1:userProfile>
        <ns1:userId>string</ns1:userId>
        <ns1:fields>
          <ns1:field>
            <ns1:Id>FIRST_NAME</ns1:Id>
            <ns1:value>Helen</ns1:value>
          </ns1:field>
          <ns1:field>
            <ns1:Id>LAST_NAME</ns1:Id>
            <ns1:value>Jones</ns1:value>
          </ns1:field>
          <ns1:field>
            <ns1:Id>EMAIL</ns1:Id>
            <ns1:value>helen@ispringsolutions.com</ns1:value>
          </ns1:field>
          <ns1:field>
            <ns1:Id>JOB_TITLE</ns1:Id>
            <ns1:value>Sales Manager</ns1:value>
          </ns1:field>
          <ns1:field>
            <ns1:Id>COUNTRY</ns1:Id>
            <ns1:value>5</ns1:value>
          </ns1:field>
          <ns1:field>
            <ns1:Id>USER_DEFINED_FIELD3</ns1:Id>
            <ns1:value>Higher Education</ns1:value>
          </ns1:field>
        <ns1:groups>
          <ns1:id>string</ns1:id>
          <ns1:id>string</ns1:id>
        </ns1:groups>
        <ns1:status>1</ns1:status>
        <ns1:role>department_administrator</ns1:role>
        <ns1:departmentId>string</ns1:departmentId>
        <ns1:addedDate>2019-03-26</ns1:addedDate>
        <ns1:lastLoginDate>2019-04-06</ns1:lastLoginDate>
        <ns1:manageableDepartmentIds>
          <ns1:id>string</ns1:id>
          <ns1:id>string</ns1:id>
        </ns1:manageableDepartmentIds>
        <ns1:userRoles>
          <ns1:userRole>
            <ns1:roleId>eaf01e14-2ae1-11e9-89a5-0242ac13000a</ns1:roleId>
            <ns1:roleType>department_administrator</ns1:roleType>
            <ns1:manageableDepartmentIds>
              <ns1:id>f9de0c52-6f59-11ea-b88f-cee299842653</ns1:id>
              <ns1:id>f9d9f306-6f59-11ea-ad9a-cee299842653</ns1:id>
            </ns1:manageableDepartmentIds>
          </ns1:userRole>
        </ns1:userRoles>
      </ns1:userProfile>
    </ns1:GetUserProfileResult>
  </SOAP-ENV:Body>
</SOAP-ENV:Envelope>
```