Client Permissions

Client user permissions are all done on a **per location basis**. The same user can have different levels of access for each location of their company.

There are three permission levels available to a user for each location:

1. User – Necessary minimum level to create SI's for a location
2. Admin – Can create new client users and manage a location's permissions
3. SO Admin – In addition to Admin abilities; can view all SI's for that location

The following is available to all user levels:

- View Client Information
- View Location Information
- View Registered Domains
- View Network Information
- View Machine Information
- View Basic Tech Database Information
- View Employee Contact Information
- Modify Self Contact Information

Master Client Permissions

The Master Client is ***your*** company. Unlike Client permissions, Master Client permissions are NOT location specific.

The two Master Client users are Master Tech, and Master Admin.

Master Tech Limitations are as follows:

- Adding Registrar information
- Viewing Registrar login information
- Editing or viewing Client billing information
- Changing Client active or inactive status
- Deleting any Client documentation
- Editing any Client Licensing
- Editing existing Product items
- Changing Employee active or inactive status
- Global Licensing management
- Email newsgroup usage
- Global Email alert management
- Materials and Inventory management
- Editing or deleting Tech Classifications

SI and SO permissions

Creating

- In the Employee Detail location you can allow any user to create their own SIs
- Permission to close an SI can also be granted, only for SI's which the user created
- Master Admin can add or close any SI

Viewing

- Master Admin can view all SIs
- SO Admin can view all SIs for only a location assigned SO Admin permissions
- All other users can only view SIs that they created, or were assigned to
- **Any user that can view an SI can also view any of its corresponding SO's**