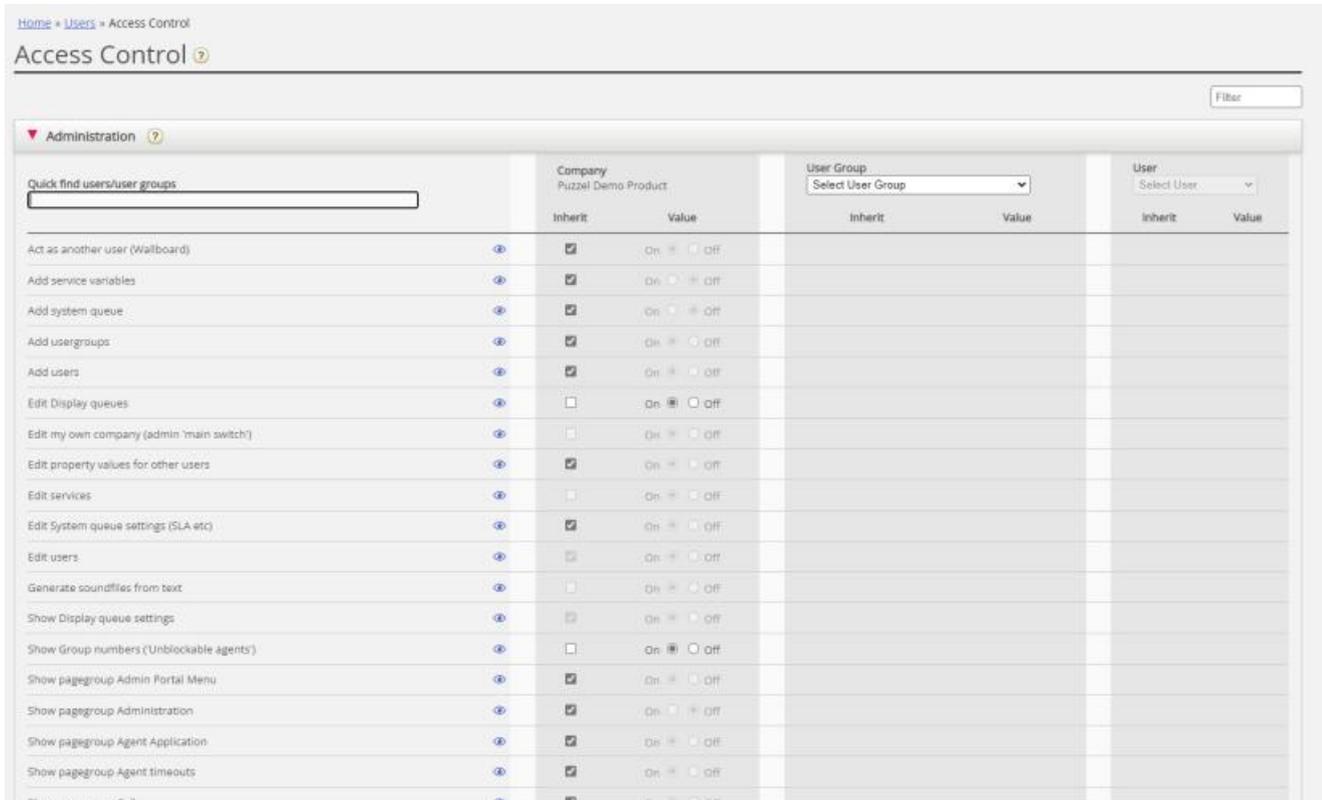


Access Control - Administration

The few main admin users with access to see accordion *Administration* on page *Users - Access Control* can configure access rights for other admin users.

If you have access to Administration, you will see several Administration properties, that you can turn on/off for the company, user group and user level.



The most important properties under Administration:

- **Edit my own company (admin 'main switch')** This is the **administrator main switch**. If OFF for a user, this user will not have access to the Admin Portal main menus *Users*, *Services*, *Widget* or *SMS* even if *Enable menu Users/Services/Widget/SMS* is ON. When a new Agent user group is created, *Edit my company* is set to OFF and *Enable menu Real-time/Statistics/Catalog/Archive* is set to OFF for this new user group.
- **Show pagegroup Administration.** We recommend this being OFF for the company level and user group level, and that it is turned ON only for the few main admins in your company. If ON for a user, this user has access to *Users - Access control - Administration*, but only if *Edit my own company* also is ON.
- **Show pagegroup <Product accordion name>**: If not all admin users with access to page *Users - Products* should have access to the same accordions (aka pagegroups), this can be changed by adjusting these properties for different user groups/users.
 - **Show pagegroup Admin Portal menu.** If some admin users should not have access to adjust what menus other admins can see, you can turn off this property for those admins.
- **Act as another user (Wallboard).** Default ON. If Off for a user, this user cannot configure the Wallboard for other users on page *Real-time - Wallboard*.
- **Add Service variables:** Default OFF. If On for a user, this user can see accordion *Add service variables* on page *Services - Service variables* where new variables can be added (and existing ones edited/deleted).
- **Add system queue:** Default OFF. If On for a user, this user can add and delete system queues (and belonging skill) on page *Services - Queues*.
- **Add usergroups:** Default ON. If Off for a user, this user can not add new user groups on page *Users - User groups*.

- **Add users:** Default ON. If Off for a user, this user can not add new users on page *Users - Users*.
- **Edit Display queues:** Default **ON**. If Off for a user, this user cannot add, edit or delete Display queues.
- **Edit other users' public Dashboards:** Default OFF. Turn ON for the few admin users that should be able to edit all other users' Company Dashboards. (For next Dashboard release, probably September 19th, 2023)
- **Edit property values for other users:** Default ON. If Off for a user, this user cannot change property values for other users on page *Users - Products*.
- **Edit System queue settings:** Default ON. If Off for a user, this user cannot change system queue configurations.
- **Generate soundfiles from text.** Default off. If turned on (by Puzzel), users can generate soundfiles from text on page *Services - Audio*.
- **Save custom statistics reports:** Default ON. If Off for a user, this user can still customize reports, but not save new custom reports or save changes in existing reports.
- **Show Group numbers ('Unblockable agents'):** Default OFF. If ON for a user, this user can see, edit and Add Group numbers.
- **Show profiles on Edit user page:** Default ON. If Off for a user, this user will not see profiles on the Edit user page.
- **Show System queue settings:** Default ON. If Off for a user, this user cannot see accordion *System queue settings* (on page *Services - Queues*)
- **Show Display queue settings:** Default ON. If Off for a user, this user cannot see accordion *Display queue settings* (on page *Services - Queues*).