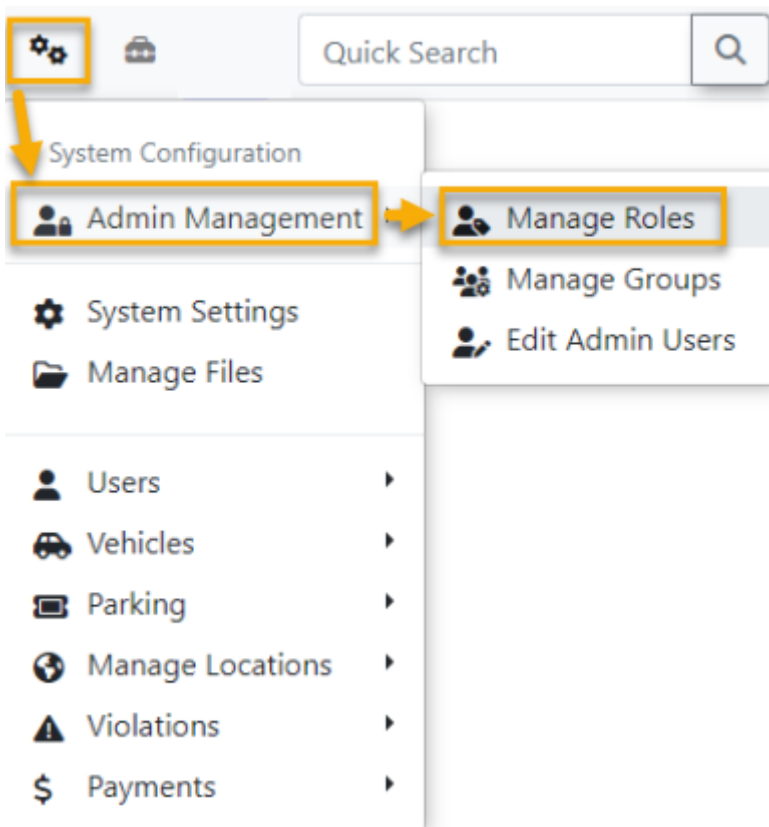


# Roles and Permissions

## Roles and Permissions

There are three menu options under the **System Configuration -> Admin Management** menu; **Manage Roles**, **Manage Groups** and **Edit Admin Users**.

Click the **Manage Roles** button to begin.













The **Manage Administrator Roles** screen displays.

The Primary Administrator role will be available to select. This role will allow you to create new Roles and assign them to other Admin Users.

Click the **Add New Role** button. Enter the **Role name** and the **description** for that role. The description will become the rollover tool tip that displays when you mouse over the **Edit Role** button of an existing role. Click Save Role to save.

## Manage Administrator Roles

Administrator Roles		
Primary Admin	Permissions	
Tomahawk	Permissions	
Administrator Highest Front Line	Permissions	
Appeals Officer	Permissions	
Counter Admin	Permissions	
Dispatcher	Permissions	
Financial Admin	Permissions	
Incident Manager Admin	Permissions	
Incident Officer	Permissions	
Locker Admin	Permissions	













You can **edit** any role by clicking the **Edit Role** button. You can edit the **Role Name** and **Description** for any Role except Primary Admin.

Click the **Permissions** button to edit the permissions for any role. The **Editing Permissions** screen will display.










The number next to the icons across the top bar indicate how many permissions in that category have been selected.

The icons mirror the OPS-COM menu. Click an icon to display the permissions in that category.

## Manage Administrator Roles

Administrator Roles		
Primary Admin	Permissions	
Tomahawk	Permissions	
Administrator Highest Front Line	Permissions	
Appeals Officer	Permissions	
Counter Admin	Permissions	
Dispatcher	Permissions	
Financial Admin	Permissions	
Incident Manager Admin	Permissions	
Incident Officer	Permissions	
Locker Admin	Permissions	
Parking Manager Admin	Permissions	
Parking Validation Manager	Permissions	

### Editing Permissions: Administrator Highest Front Line

 10  4  13  12  24  11  8  5  17

☒ View Users

Ability to view Users information

☒ Edit Users

Ability to add / edit Users

☒ Delete User Aliases

Ability to delete Aliases from a User's Profile

☒ Edit Vehicle Information

Ability to edit Vehicle Information

☒ Edit Forms

Ability to edit and create forms in the Form Builder (User Management / Forms)

☒ View Forms

Ability to view completed form data but not edit the forms

☒ Manage Active Alarms

Can manage active alarms on user profiles.

☒ Send Bulk Emails

Ability to send Bulk Emails to Users

☒ View User Uploads

View the files that have been uploaded by a user.

To select a permission, enable the check box next to that permission. Once you have gone through each icon and selected all the permissions that are required for the role, click **Save Permissions**. That role is now created.

You can assign this role to one or more users. Click the **System Config** menu and select **Edit Admin Users**. The **Manage Administrator Users** screen displays.

From this screen you can create a new user or edit an existing one by selecting the appropriate option from the dropdown list. Click **Retrieve** to display the user options below.

# Create New Administrator

Back

Login Activity

Login As Admin

☐ Activate this account and allow system login

Username

apowers

Password

Setting the password will require the admin to update their password again upon their next login.

Passwords are case sensitive.

Email

apowers@ops-co.com

Display Name

Admin Groups

Active Roles

☐ Primary Admin

Primary Admins always have access to manage other roles.

☐ Tomahawk

Tomahawk users are hidden from clients

☐ Administrator Highest Front Line

Administrators are the highest role under Owners. but may not have all the permissions

☒ Appeals Officer

Manage Appeals, granting, Upholding or Canceling tickets

☒ Counter Admin

Front facing Admin, customer contact, accepts payments and hands out permits

☐ Dispatcher

Dispatcher enters dispatches and can assign to an Incident

Add or confirm the User information on the left and select the roles to apply to that user on the right. You can add a comment for any relevant notes about the user. Click **Update User** when you are finished.

Revision #3

Created 15 May 2024 07:58:36

Updated 5 May 2025 09:49:14 by Justin Gendron