

Best Practices for QLess User Permissions

The information below is intended to help you determine which User Permissions you should grant your employees, to make sure they have access needed to meet their needs.

Begin by reviewing [User Operations/Roles](#) and [Adding a New User](#).

ID	Description	Ticket Taker	Host	Resource Admin	Queue Admin	Report Viewer	Pass Seller	BNS Broadcaster	Config Admin	Config Accounts Admin
14306	Ange McGuire Training Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ID	Description	Location	Location Description	Ticket Taker	Host	Resource Admin	Queue Admin	Report Viewer
46466	Ange McGuire Training Services	14306	Ange McGuire Training Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The first step is to determine which level of access your user should have. Typically, permissions are set at the location level, but if you have queues that you don't want the employee to have access to, assign them at the queue level.

"General" Users - A "general" user is typically assigned the first 3 roles, Ticket Taker, Host, and Resource Admin. There are times when a user should be able to see a queue, but not have the ability to summon or arrive someone from it. In this case, assign only the Host permission to those queues.

Supervisors/Managers - Most supervisors have at least the first 4 roles/permissions and also Reports access if needed. Reports access will also allow users to see the QLess Dashboard when enabled. Only grant the Queue Admin role to someone who should have the ability to activate and deactivate queues.

Config Admin & Config Accounts Admin - If you select the boxes for these near the top of the screen, this will give the user access to these at the merchant level. Only grant this level of access to someone who should have permission to make changes to all locations and queues. If the user should only be able to make these changes specific locations, grant access under the location permissions.

Note, if you are using Single Sign On, do not use the mass account creation tool as it does not allow you to set a username. Usernames for SSO setups need to be email addresses.

User Operations/Roles

There are currently 8 different roles that users can have:

- Host (allowed at the location or queue level)
 - Can perform operations on behalf of a user (adding them to a queue, removing them from a queue, pushing back)
- Resource Administrator (allowed at the location or queue level)
 - Can summon customers from a queue
 - In Calendar, can update resource availability (location level only)
 - Will receive emails upon queue entry (when an empty queue becomes not empty) when emailed queue entry notifications are enabled
- Ticket Taker (allowed at the location or queue level)
 - Can mark summoned customers as arrived
- Queue Administrator (allowed at the location or queue level)
 - Can activate and deactivate queues
 - List view can be enabled for this role when list view is hidden (it is NOT hidden by default)
- Report Viewer (allowed at the location or queue level)
 - Can view QLess Reports
 - Can view QLess Dashboard
- ENS Broadcaster (allowed at location level only)
 - Can send messages through the ENS interface (when enabled)
- Config Accounts Admin (allowed at location or merchant level only)
 - Can make changes to the employee account configuration via Command Center
- Config Admin (allowed at location or merchant level only)
 - Can make configuration changes via Command Center