User Roles and Privileges

Overview

User roles determine the features and capabilities available to each user. In the Online Care Portal, any user can be assigned more than one role, depending on the relationship to a given account. The roles are defined below. You can also view the Roles and Privileges Chart.

User Roles

Admin Level:
- *Administrator* - has full access to all functions to all features on the server.
- *Distributor Admin* - can manage all Systems supplied by the assigned Distributor, and has full visibility of all Accounts assigned to the Distributor. Can also add new Groups, Users, and Accounts.
- *Group Admin* - can manage all Systems and Accounts in the Group. Can add, edit, and delete Accounts, Users, Caregivers, and Residents in the Group. Can create and manage Communities.
- *Account Admin* - has full access to the Caregiver Menu for the Account and for all Residents on the Account. Can also add and edit Residents and Caregivers on the Account. Equivalent to the "Primary Como User" in previous versions of the Online Care Portal.
- *Resident Admin* has full access to the Caregiver Menu for the Resident. Can also add other Resident Caregivers and Communicators for the Resident.

Caregiver Level:
- *Group Caregiver* - can view (but not edit) all Accounts in the Group. Has full access to the Caregiver Menu for all Accounts in the Group. Can add and remove Community content.
- *Account Caregiver* - has full access to the Caregiver Menu for the Account and for all Residents on the Account.
- *Resident Caregiver* - has full access to the Caregiver Menu for a Resident on a particular Account.

Communicator Level:
- *Group Communicator* - can edit the community features of a group and can add messages, pictures, emails, etc. for all Accounts in the Group, but cannot access any health data, ADL data, or care notes. Can add and remove Community content.
- *Account Communicator* - can add messages, pictures, emails, etc. for the Account, but cannot access any health data, ADL data, or care notes.
- *Resident Communicator* - can add messages, pictures, emails, etc. for the Resident, but cannot access any health data, ADL data, or care notes.

Having a variety of user roles allows the system to be precise in defining the relationships between different entities. For example, if a couple shares an account, these two Residents do not have to share the same Caregivers. Authorized Partners will have control over or access to all the Systems that they have supplied, and can assign them to logical Groups. Although it is possible to assign multiple roles to a single user, this is rare. Typically a user should have only one role assigned.

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