

# What is a transactional user in Fracttal?

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 [help.fracttal.com/hc/en-us/articles/24985604757133-What-is-a-transactional-user-in-Fracttal](https://help.fracttal.com/hc/en-us/articles/24985604757133-What-is-a-transactional-user-in-Fracttal)

A transactional user in Fracttal is the user who performs maintenance operations within Fracttal One, it can be its own human resource or a third party.

Work request only or read only users are not counted as transactional users and these come in unlimited packs depending on the plan.

Each of our plans includes a certain number of transactional users, however you can add the additional transactional users you need to your plan.