

Types of user profiles

help2.fracttal.com/hc/en-us/articles/24918230589069-Types-of-user-profiles

The image shows a screenshot of a web application interface for creating a new user account. The form is titled "New User account" and includes several sections:

- User Type:** A dropdown menu with "Inhouse Personnel" selected.
- Name:** A text input field with a red border and a dropdown arrow.
- Email:** A text input field with a red border and a dropdown arrow. A red error message below it says "Email no puede estar en blanco".
- Profile:** A dropdown menu with a red border and a dropdown arrow. A red error message below it says "Profile no puede estar en blanco".
- Group Permissions:** A text input field.
- Configuring the main module for login:** A section with three options: "Allow user editing" (unchecked), "Viewing main dashboard" (checked), and "Module" (a dropdown menu with "Dashboard" selected).
- Show only active Assets:** A section with a "Location" text input field.
- Other Options:** A section with three checkboxes: "Authentication only by Single Sign-On" (unchecked), "Receive email notifications" (checked), and "Two-step authentication without setting up" (unchecked).

To the right of the form is a list of six user profiles, each with a radio button and a description:

- Administrator**
Has full access.
- Custom**
You can configure a group of permissions to perform any type of action.
- Technician**
They can only access the work orders that have been assigned to them. You can configure group of permissions to perform other actions.
- Limited technician**
They can only access the work orders that have been assigned to them.
- Read-only**
They can only view, they do not have access to edit or delete.
- Requests**
Requesters can only submit work and view their status.

There are 6 types of user profiles on Fracttal that differ in the actions that they can perform on the platform. Below is a description of these 6 types of profiles:

- **Administrator:** As the name suggests, this type of profile doesn't require a permission group because as an administrator there won't be any type of restrictions.
- **Technician:** This type of profile requires a permission group and can only view work orders that they are responsible for. It excludes them from viewing work orders assigned to other users.
- **Limited Technician:** This type of profile is designed for those companies that have a large number of technicians who only complete their own WOs. This profile only has the option to complete WOs and make work requests. It doesn't require permission groups because it has them by defect.
- **Custom:** This type of profile depends on the permission groups that are assigned to it. It has the advantage of being able to view work orders it is responsible for as well as those of the other users on the platform.

- **Read-only:** Corresponds to the accounts that are only allowed to view the platform modules without doing any kind of editing. It also has the capacity to generate work requests. This type of account is meant for those who don't do any editing on the platform but who need to monitor the data. For example: managers, some types of supervisors, clients who need to monitor a contracted activity.
- **Requests:** Corresponds to the accounts that are only used to report incidents or make work requests. This type of account is ideal for people who don't participate in maintenance, but are capable of requesting work from the maintenance department. For example: production supervisors, equipment operators, clients who are provided services, etc.

Note: The requests and read-only profiles are unlimited, while the administrator, technical and personalized profiles are subject to the plan purchased for the platform. The limited technical profile is marketed as additional users.