

User Permissions FAQs

- **How do I create a new practitioner account?**

Once you've logged into the platform, click onto the Practitioner tab on the navigation menu. Then click "Create New Practitioner" button and enter in the appropriate details.

- **How do I grant or revoke Admin access?**

When creating a new practitioner, you will see an option to select their permission level as "Admin" or "Practitioner" - select Admin. If you want to grant an already existing practitioner account Admin access, when you are on the practitioner landing page, click in to view the practitioner's details, and then click "Edit". You should now be able to see a field indicating their permission level as "Admin" or "Practitioner".

- **Is there a limit to how many practitioners can be created?**

No, each practitioner should be using their own account.

- **Is there a limit to how many practitioners can be granted Admin access?**

No, you can grant every practitioner Admin access if appropriate.

- **Can a practitioner that was granted Admin access affect ANY practitioner's Admin access?**

Yes, any account with Admin access (original Admin or practitioner granted Admin access) can grant or revoke Admin access to any practitioner account other than the original Admin account.

- **Can the original Admin have their Admin access changed ever?**

No, the original Admin account will always have Admin access.

- **When are protocols available to be used by all practitioners?**

The permission level of the practitioner at the moment of protocol creation dictates if that protocol is globally useable. Any protocols created by an account with Admin access are available to be used by every practitioner.

- **What happens to a protocol that is created by a practitioner with Admin access and later has their Admin access revoked?**

Because the protocol was created while that practitioner had Admin access and as a result, the protocol will remain available to be used by all practitioners regardless of their permission level.

- **What happens if a protocol is created by a practitioner account that is later granted Admin access?**

Because the protocol was created before that practitioner had Admin access, that protocol will remain unavailable for other practitioners.