

GroupLink® *everything* HelpDesk®

The charts below explain each of the privileges within the Access Control List (ACL) in GroupLink's *everything* HelpDesk version 10.1 and later. The ACL settings are located in the Settings portion of the help desk, under Permissions at the bottom, left side of the screen. The number next to each privilege is correlated with a screen shot (when applicable) in the following pages.

Each permission has a default role, outlined in the middle column, which can be changed in the ACL. When changing the role, it is important to understand that the permission will be granted to the role selected and each role above in the hierarchy. For example, if technician is selected, the permission will be granted for technicians, managers, and the administrator. An individual may also be granted a permission by selecting his/her name under the "Users" tab or folder.

Global Permissions

Privilege	Default Role	Explanation
¹ System Configuration	Technician	Ability to manage all system configuration, including LDAP, Mail, Collaboration, ZENworks Configuration, Database Connection, Locations, Statuses, Priorities, Global Permissions, and Permission Models
² User Management	Technician	Ability to add, edit, or delete users, and manage user roles
³ View and Edit User Comments	Workflow Participant	Ability to view and edit a user's History Comments on the User Edit page of the User Accounts
⁴ Asset Tracker	Technician	Ability to manage the internal asset tracker
⁵ Custom Field Management	Technician	Ability to create, edit, or delete custom fields globally and across all groups
⁶ Survey Management	Technician	Ability to enable or disable surveys for all groups, categories, or category options
⁷ Manage Dashboards	Technician	Ability to create and manage dashboards
⁸ Public Ticket Filter Management	Technician	Ability to edit and save over public filters



Permission Models

Group Permissions

Privilege	Default Role	Explanation
⁹ Manage Group Settings	Technician	Ability to manage settings for the group, including group name and description, activating or deactivating the group, choosing which (if any) asset tracker, choosing permission model, creating and managing categories, category options, group roles, and notification assistants
¹⁰ Manage Scheduled Tasks	Technician	Ability to create and manage scheduled tasks in the Scheduler
¹¹ Manage Ticket Templates	Technician	Ability to create and manage Ticket Template setup, workflow, and recurrence
¹² Launch Non-Public Ticket Templates	Workflow Participant	Ability to launch private Ticket Templates. Any user can launch public Ticket Templates.
¹³ Manage Assignments	Technician	Ability to create and manage technician assignments and auto-routing of Tickets
¹⁴ Manage Custom Fields	Technician	Ability to manage custom fields
View All Group Tickets	Technician	Ability to view all Tickets within the group, regardless of assignment
¹⁵ Delete Attachments	User	Ability to delete attachments from the Ticket
Schedule Appointments & Tasks	Workflow Participant	Ability to schedule appointments and tasks from within the ticket, if integrated
Create New Tickets	User	Ability to create new Tickets under this group. Use this permission to create private groups.
¹⁶ Manage Knowledge Base	Technician	Ability to create and manage knowledgebase articles

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Permission Models

Group Permissions, continued

Privilege	Default Role	Explanation
¹⁷ Find User Dialog	Workflow Participant	Ability to select “Find User” from the drop-down on the My Tickets screen. The Find User page allows you to search users, view all Tickets associated with a user, create a new Ticket under a user, or edit a user (if User Management permission is granted in Global Permissions)
¹⁸ Mass Edit Tickets	Workflow Participant	Ability to mass edit Tickets
¹⁹ Delete Tickets	Technician	Ability to delete Tickets

Permission Models

Ticket Permissions

Privilege	Default Role	Explanation
²⁰ View Contact	User	Ability to view the contact of the Ticket
²¹ Change Contact	User	Ability to change the contact of the Ticket. By default, the Ticket contact is populated with the individual logged into the system.
²² View Submitted By	User	Ability to view the name of the individual who submitted the Ticket
²³ View Assignment	User	Ability to view the Ticket’s technician assignment
²⁴ Change Assignment	Workflow Participant	Ability to change the Ticket’s technician assignment
²⁵ View Priority	User	Ability to view the priority of the Ticket
²⁶ Change Priority	Workflow Participant	Ability to change the priority of the Ticket

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Permission Models

Ticket Permissions, continued

Privilege	Default Role	Explanation
²⁷ View Status	User	Ability to view the status of the Ticket
²⁸ Change Status	Workflow Participant	Ability to change the status of the Ticket
²⁹ View Location	User	Ability to view the location
³⁰ Change Location	User	Ability to change the location
³¹ View Category	User	Ability to view the category
³² Change Category	User	Ability to change the category
³³ View Category Option	User	Ability to view the category option
³⁴ Change Category Option	User	Ability to change the category option
³⁵ View Subject	User	Ability to view the subject field
³⁶ Change Subject	User	Ability to enter or edit a subject in the subject field
³⁷ View Note	User	Ability to view the note field
³⁸ Change Note	User	Ability to enter or edit a note in the note field
³⁹ View Created Date	User	Ability to view the Ticket's created date
⁴⁰ View Modified Date	User	Ability to view the Ticket's last modified date
⁴¹ View Estimated Completion Date	User	Ability to view the Ticket's estimated completion date
⁴² Change Estimated Completion Date	Workflow Participant	Ability to change the Ticket's estimated completion date

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Permission Models

Ticket Permissions, continued

Privilege	Default Role	Explanation
⁴³ View Ticket Work Time	Workflow Participant	Ability to view the Ticket's work time
⁴⁴ Change Ticket Work Time	Workflow Participant	Ability to change the Ticket's work time by either pushing the play or stop button or entering the work time manually
⁴⁵ View CC	User	Ability to view the CC field
⁴⁶ Change CC	User	Ability to enter an email address to be copied on the Ticket
⁴⁷ View BCC	User	Ability to view BCC field
⁴⁸ Change BCC	User	Ability to enter an email address to be blind copied on the Ticket
⁴⁹ View Parent Ticket ID	User	Ability to view the Open Parent button on a Ticket, if the Ticket is a child/sub-Ticket
View Ticket's Zen Information	User	Ability to see additional ZENworks information that is pulled onto the Ticket, when integrated with ZENworks 7
⁵⁰ View Ticket's History Comments	User	Ability to view a Ticket's history comments
⁵¹ Change Ticket's History Comments	User	Ability to add comments to a Ticket's history
⁵² View Ticket's Attachments	User	Ability to view documents attached to a Ticket
⁵³ Change Ticket's Attachments	User	Ability to add attachments to a Ticket. This does not allow the ability to delete attachments. For that permission, user "Delete Attachments" above.

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Permission Models

Ticket Permissions, continued

Privilege	Default Role	Explanation
⁵⁴ View Ticket's Subtickets	User	Ability to view child/sub-Tickets of a Ticket
⁵⁵ Change Ticket's Subtickets	User	Ability to link or unlink child/sub-Tickets from a parent Ticket
⁵⁶ View Ticket Audit	User	Ability to view a Ticket's audit
⁵⁷ View Ticket Asset	User	Ability to view the asset tied to a Ticket, when using the Internal Asset Tracker
⁵⁸ Change Ticket Asset	User	Ability to change the asset tied to a Ticket, when using the Internal Asset Tracker
⁵⁹ View Survey Results	User	Ability to view survey results for a Ticket
⁵⁷ View Zen Asset	User	Ability to view the asset tied to a Ticket, when using ZENworks integration
⁵⁸ Change Zen Asset	User	Ability to change the asset tied to a Ticket, when using ZENworks integration
⁶⁰ View Notify Tech	User	Ability to view the notification box that, when checked, will notify the technician assigned to the Ticket via email of Ticket updates
⁶⁰ Change Notify Tech	User	Ability to check or uncheck the notification box that, when checked, will notify the technician assigned to the Ticket via email of Ticket updates
⁶¹ View Notify User	User	Ability to view the notification box that, when checked, will notify the contact of the Ticket via email of Ticket updates
⁶¹ Change Notify User	User	Ability to check or uncheck the notification box that, when checked, will notify the contact of the Ticket via email of Ticket updates

Screen Shots

Administrator Panel

Navigation Bar: New Ticket (8), Search, Filters (4), Reports, Assets (7), Knowledgebase, Dashboards (11), Templates

System Message: We are currently experiencing phone problems. Please don't submit any phone issue tickets.

Left Sidebar (Configuration Tree):

- Global
 - User Accounts (2)
 - Scheduler (10)
 - Knowledgebase article (16)
 - Surveys (6)
- System
 - General (1)
 - LDAP (1)
 - Mail (1)
 - Collaboration (1)
 - ZENworks 10-11 Configuration (1)
 - Database Connection (1)
 - Licensing (1)
- Ticket
 - Locations (1)
 - Groups (9)
 - Assignments (13)
 - Custom Field Setup (5) (14)
 - Statuses (1)
 - Priorities (1)
- Permissions
 - Global Permissions (1)
 - Permission Models (1)

General Configuration Page:

- Base URL:** (e.g. http://dem
- Max Upload Size:** MB (Must correspond with max packet limit of your da
- System Message Text:**
- Session Timeout Length:** minutes
- Allow user registration from the login page:**
- Search Indexing:**

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Screen Shots

User Edit Page

Edit User

First Name Barry	Login Id tech	Location 1st Street
Last Name Blake	Change Password	Groupwise Login Id
Email bblake@grouplink.net	3 History Comments Specializes in hardware	Groupwise Password
Active <input type="checkbox"/>		

Find User Screen

Find User Search NEW USER

Last Name	First Name	Email	Username	Location	Status	Roles	Groups	Actions
Black	Kristan	kblack@grouplink.net	kristan	1st Street	Active	User, Technician	Technology, Public Computers	
Blake	Barry	bblake@grouplink.net	tech	1st Street	Active	User, Technician	Technology, Public Computers	
Blue	Jerry	jblue@grouplink.net	manager		Active	User, Manager	Technology, Public Computers	

Ticket Filter

New Filter 18 Mass Update Export

	Priority	Ticket #	Location	Subject	Category Option	Assigned To	Status	Created Date	Actions
		2	1st Street	Phone doesn't work	Can't dial out	Barry Blake	Closed	6/28/11 4:23 PM	
		8	Davis Junior High	Reset User Name Password	Forgot User Name and ...	Ticket Pool	Closed	6/29/11 10:10 AM	
		10	Administration Building	Keyboard wont work	Keyboard	Ticket Pool	Closed	6/29/11 11:49 AM	

Ticket Comments / Save Ticket Screen

51 **Subject**

Note
Ticket changes:
Status: from Resolved to Closed

Attachment(s)
 No file chosen

60 Notify Technician User

61 **CC**

My Tickets Drop-down

My Tickets

- Export
- 17 Find User
- 12 Ticket Templates

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Screen Shots Ticket View

Edit Ticket 14 43 Work time 01:00:00 44

* Group: Technology 39 Created Jun 30, 2011 8:42:47 AM

Submitted by: Barry Blake 40 Modified Aug 16, 2011 8:56:28 AM

51 Save Changes Add comment PDF Convert to KB article

Contact Information

20 * Contact: Brown, Bonnie (bonnie) 21 Phone: 444-7873 (Office) Email: bbrown@grouplink.net
 29 Location: Davis Junior High 30 Address: Davis Junior High
 US

Ticket Info

31 * Category: Phone 32 * Priority: Low 26
 33 * Category Option: Can't dial out 34 * Status: Closed 28
 23 * Assignment: Blake, Barry 24 41 Est. Compl. Date: 7/6/2011 42
 57 Asset: 58

Description

35 * Subject: 36 Phone wont turn on
 45 CC: 46
 47 BC: 48
 37 Note: 38

Attachments

52 Purchase Request.png 15
 53 Choose File No file chosen

History Comments

50

- Jerry Blue - Phone cord line was cut allowing inbound calls but not outbound, replaced cord Aug 16, 2011 8:56:28 AM
 Ticket changes: Status: from Resolved to Closed
- Barry Blake - Replaced Phone Aug 10, 2011 8:18:06 AM
 Phone wouldnt work
- Barry Blake - Fixed the computer Aug 8, 2011 9:18:07 AM
 Ticket changes: Status: from Work In Progress to Resolved
- Jerry Blue - Phone was dead Jul 6, 2011 1:25:14 PM
 New phone ordered will be in on 8th

Sub-Tickets

55 + NEW SUB-TICKET OPEN PARENT 49

#	Subject
2	Phone doesn't work

Ticket Audit

56

Field Name	From	To	On	By
Ticket Created			Jun 30, 2011 8:42:47 AM	tech
Work time	00:00:00	00:00:05	Jul 6, 2011 1:26:02 PM	manager
Work time	00:00:05	05:00:00	Jul 6, 2011 1:26:09 PM	manager
Status	Work In Progress	Resolved	Aug 8, 2011 9:17:50 AM	tech
Est. Compl. Date	Jul 6, 2011	Jul 6, 2011	Aug 8, 2011 9:17:50 AM	tech
Work time	05:00:00	01:00:00	Aug 8, 2011 9:18:19 AM	tech
Status	Resolved	Closed	Aug 16, 2011 8:55:49 AM	manager
Est. Compl. Date	Jul 6, 2011	Jul 6, 2011	Aug 16, 2011 8:55:49 AM	manager

Survey Results

59 Survey not submitted

