

# ▶▶ Technical Document

## DNA Helpdesk Permissions.

### Summary

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The “Permissions tab” for a user, department or company in the DNA Helpdesk controls what access a user has to certain functions.

The permissions that apply to a user can either be explicitly defined on the users object or inherited from the users department or company.

The permissions in DNA Helpdesk are grouped as follows:

- Ticket Permissions
- Solutions Permissions
- Report Permissions
- Companies Permissions
- Department Permissions
- Users Permissions
- Ticket Type Permissions
- Admin Permissions

There are also certain types of user within DNA Helpdesk that have special permissions these are:

- A Helpdesk Operator.
- The contact for a ticket.
- The “manager” of the department that contains the contact for a ticket.
- The “default contact” of the company that contains the contact for a ticket.

This document explains the function of each permission and the special permissions that are applied to certain users.

## **Ticket Permissions**

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### **Create Ticket**

This permission allows a user to create a new ticket.

### **Read Ticket**

This permission allows a user to read all tickets within the DNA Helpdesk but not to save any changes to them.

### **Delete Ticket**

This permission allows a user to delete any ticket within the DNA Helpdesk.

### **Edit Ticket**

This permission allows a user to edit any ticket within the DNA Helpdesk, however they cannot change the assignee or add a solution.

## **Report Permissions**

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### **Create Report**

This permission adds the “New” option to the “Reports menu” and allows the user to create a report.

### **Read Reports**

This permission adds the “Explore” option to the “Reports menu” and allows the user to read an existing report.

### **Delete Report**

This permission adds the “Explore” option to the “Reports menu” and allows the user to delete an existing report.

### **Edit Report**

This permission adds the “Explore” option to the “Reports menu” and allows the user to edit an existing Report.

## Companies Permissions

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### Create Companies

If the user has the “Manage Users” permission then this permission puts the “New Company” button on the toolbar of the “Manage Users page” and allows the user to create a new company and read the details of existing companies.

### Delete Companies

If the user has the “Manage Users” permission then this permission puts the “Delete” button on the toolbar of the “Edit Company page” and allows the user to read the details and to delete existing companies.

### Edit Companies

If the user has the “Manage Users” permission then this permission puts the “Save” button on the toolbar of the “Edit Company page” and allows the user to read the details and save changes made to existing companies.

## Users Permissions

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### Create User

If the user has the “Manage Users” permission then this permission puts the “New User” button on the toolbar of the “Manage Users page” and allows the user to create a new user and read the details of existing users.

**Note:** If the user is a Helpdesk Operator then this permission also puts the “New Contact” button on the “Create Ticket page” and allows a user to create a new contact when creating a ticket.

### Delete User

If the user has the “Manage Users” permission then this permission puts the “Delete” button on the toolbar of the “Edit User page” and allows the user to read the details and to delete existing users.

### Edit User

If the user has the “Manage Users” permission then this permission puts the “Save” button on the toolbar of the “Edit User page” and allows the user to read the details and save changes made to an existing user.

**Note:** If the user is a Helpdesk Operator then this permission also puts the “Edit Contact Details” button on the “Create Ticket page” and allows a user to edit the details of the selected contact when creating a ticket.

## **Admin Permissions**

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### **Edit SMTP Options**

This permission puts the “Mail Server Settings” option on the “Admin menu” and allows the SMTP Options page to be displayed and data saved.

### **Edit Database Options**

This permission puts the “DB Options” option on the Admin menu and allows the DB Options page to be displayed and data saved.

### **Manage Users**

This permission puts the “Users” option on the “Admin menu” and allows the list of companies, departments and users to be displayed. This permission does not give the user any rights to create, edit or delete companies, departments or users.

### **Edit Escalations**

This permission puts the “Escalations” option on the Admin menu and allows the user to create, edit and delete escalation rules.

### **Edit Email Templates**

This permission puts the “Email Templates” option on the Admin and allows the user to create, edit and delete email templates for use in notification rules.

### **Edit Notifications**

This permission puts the “Notifications” option on the Admin menu and allows the user to create, edit and delete email notification rules.

### **Edit Licence Information**

This permission puts the “License” option on the Admin menu and allows the “License page” to be displayed and data saved.

### **Edit Status**

This permission puts the “Status” and “Resolution Codes” options on the “Admin menu” and allows the user to create, edit and delete status codes and resolution codes.

### **Edit Priorities**

This permission puts the “Priority” option on the Admin menu and allows the user to create, edit and delete priority.

### **Customise Application**

This permission puts the “Customise” option on the Admin menu and allows the “Customise Options page” to be displayed and data saved.

## **Solutions Permissions**

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### **Read Solution**

This permission adds the “Search” and “View All” options to the “Solutions menu” and allows the user to view a solution.

### **Create Solution**

This permission adds the “New” option to the “Solutions menu” and allows the user to create a solution.

### **Delete Solution**

This permission adds the “Search” and “View All” options to the “Solutions menu” and allows the user to delete an existing solution

### **Edit Solution**

This permission adds the “Search” and “View All” options to the solutions menu and allows the user to edit an existing solution

## **Ticket Type Permissions**

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### **Create Trouble Ticket Types**

This permission puts the “Ticket Types” option on the “Admin menu” and allows the user to create new types.

### **Delete Trouble Ticket Types**

This permission puts the “Ticket Types” option on the “Admin menu” and allows the user to delete existing types.

### **Edit Trouble Ticket Types**

This permission puts the “Ticket Types” option on the “Admin menu” and allows the user to edit existing Types

## **Department Permissions**

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### **Create Department**

If the user has the “Manage Users” permission then this permission puts the “New Department” button on the toolbar of the “Manage Users page” and allows the user to create a new department and read the details of existing departments.

### **Delete Department**

If the user has the “Manage Users” permission then this permission puts the “Delete” button on the toolbar of the “Edit Department page” and allows the user to read the details and to delete existing departments.

### **Edit Department**

If the user has the “Manage Users” permission then this permission puts the “Save” button on the toolbar of the “Edit Department page” and allows the user to read the details and save changes made to an existing department.

## Special Permissions

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If the user is:

### **A Helpdesk Operator**

- They can read and edit all tickets.
- They can change the assignee of all tickets
- The “Add Solution” button will appear on all tickets
- The “Remote Control” button will appear on all tickets
- The “Chat” button will appear on all tickets
- They can read all solutions
- On the “Create Ticket page” the contact details are not pre-populated with the users details.
- The “Select a Contact” button is displayed.
- The “Assignee List” is displayed.

### **The Contact for a Ticket**

- They can edit any of the details of the ticket apart from the current assignee.
- They can delete the ticket.

### **The “Manager” of the department that contains Contact for a ticket**

- They can edit any of the details of the ticket apart from the current assignee
- They can delete the ticket.

### **The “Default Contact” of the company that contains the contact for a Ticket.**

- They can edit any of the details of the ticket apart from the current assignee.
- They can delete the ticket.

## Further Information

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If you require any further information regarding NetSupport DNA Helpdesk, you can contact the NetSupport Technical Support Team using the following details:

### UK Office

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#### NetSupport Limited

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### Visit us on the Web

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Our web site: <http://www.netsupportsoftware.com/>

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