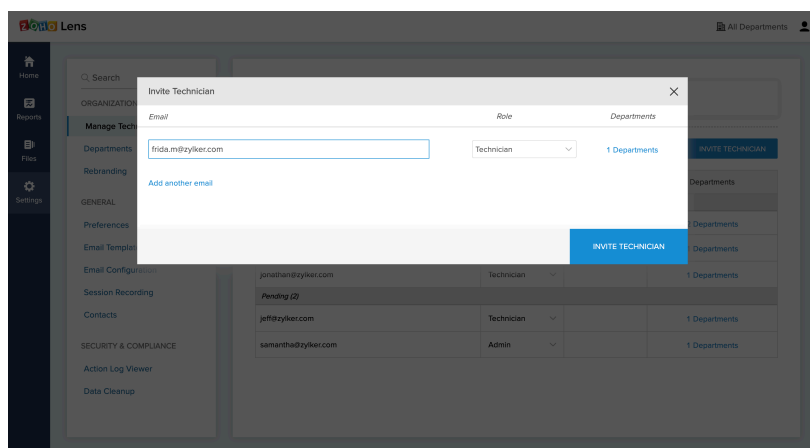


User Management

The User Management section allows you, as the super admin or admin, to add technicians to your organization. The number of technicians you can add depends on the number of licenses you have purchased. Invites can be sent one by one or to a group of technicians. You can also grant permissions for technicians to specific departments.

To invite technicians

- Go to **Settings**.
- Select **User Management** under *Organization*.
- Click **INVITE**.
- Enter the email address of the technician you want to invite.

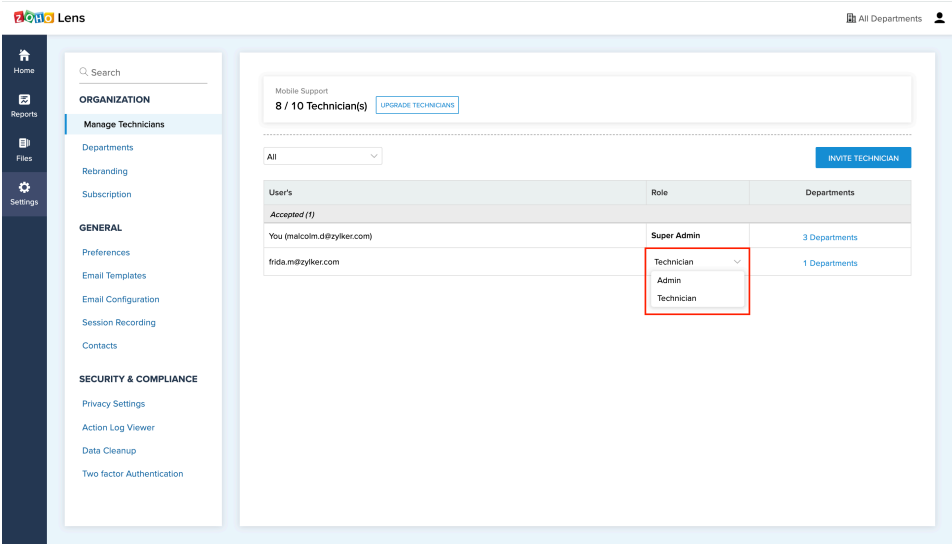


- Choose **Add another email** to add another email address.
- Click on the dropdown next to the email address of the technician to assign a role to the technician.
- To give access to selected departments, click the header under *Departments*.
- Choose the departments you want the technician to be able to access and click **Done**.
- Click **INVITE TECHNICIAN** to send the email invite.
- If the invited technician already has an account with Zoho, they can click on **ACCEPT** to be added to the organization. If not, they will be redirected to our homepage where they can to sign up with Zoho Assist to be added to the organization.

To assign roles to technicians

You can assign roles such as Admin and Technician to the members of your organization. The difference between the Super Admin and the Admin is that only the Super Admin has access to the pricing and billing details of the account.

- Go to **Settings**.
- Select **User Management** under *Organization*.
- Click the dropdown arrow for *Role* (technician will be selected by default).
- Select the role you want to assign.



Privileges	Super Admin	Admin	Technician
Billing	✓	✗	✗
Assign roles	✓	✓	✗
Specific department permissions	✓	✓	✗
Preferences	✓	✓	Limited
Rebranding	✓	✓	✗
Email templates	✓	✓	✗

Integrations	✓	✓	✗
File manager	✓	✓	✗
Session recording	✓	✓	✗
Reports	✓	✓	Self-conducted sessions only