

General Options - Main Administrator

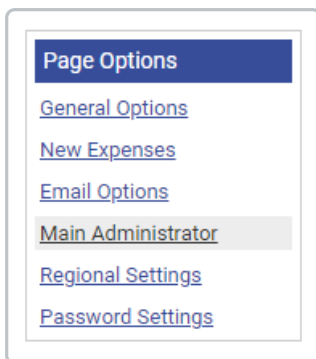
Last Modified on 10/11/2023 2:33 pm GMT

Permissions

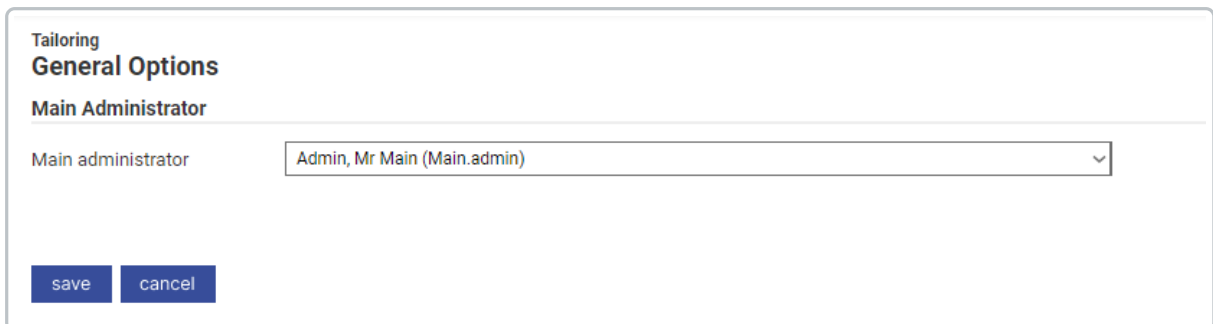
You will require an Access Role with the following permissions:

- General Options

1. Navigate from the **Home** page to **Administrative Settings | Tailoring | General Options**.
2. From the General Options menu, click **Main Administrator**.



3. Set the user who will be defined as the main administrator for your organisation. Areas which this affects are listed below:

A screenshot of a configuration form titled 'Tailoring General Options'. The form has a section for 'Main Administrator' with a label 'Main administrator' and a dropdown menu. The dropdown menu is open, showing the selected user 'Admin, Mr Main (Main.admin)'. At the bottom of the form, there are two buttons: 'save' and 'cancel'.

- **Vehicles** - If a car fails activation through ESR, the main administrator is notified.
- **Vehicles** - When a new vehicle needs activating, the main administrator is sent an email.
- **Pool Vehicles** - When a new pool vehicle needs activating, the main administrator is sent an email.
- **Scheduler** - When a scheduled report is sent to an FTP, an email is sent to the person who created the schedule. If this user is not set as the main administrator, the main administrator will also get an email.

- **Welcome Email - ESR** - The main administrator's email address is used as the sender on the welcome emails. This works through the scheduler for ESR welcome emails.
- **Welcome Email - Non ESR** - Sent from the main administrator's email address or from the administrator who has created the employee (if the main administrator option has failed due to having no address or not being set).
- **Activation Email** - Same functionality as the Welcome email. Not applicable to ESR in this case as the users are automatically activated.
- **Expedite** - Main administrator is sent an email explaining when they need to top up credits for payment services.
- **Expedite** - Sends an email to the main administrator when an unidentified envelope is attached to their account. This occurs when the claimant cannot be identified.
- **My Details** - The main administrator will receive an email when a claimant uses the inform administrator link on the 'Change My Details' page.
- **Duty of Care** - If Duty of Care approval is configured to be routed to 'Line Manager', the main administrator will receive email notifications when there is no line manager set against a claimant.
- **Self Registration** - Main administrator is sent email notifications of new self registration users who need activating.
- **Help and Support** - Main administrator receives support tickets if account uses internal ticket mechanism.

4. Click **Save** to confirm or **Cancel** to discard any changes and return to the Tailoring page.
