

# How to Create a Support Administrator

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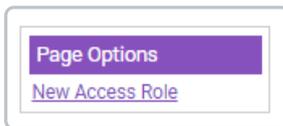
## Permissions

You will require an Access Role with the following permissions:

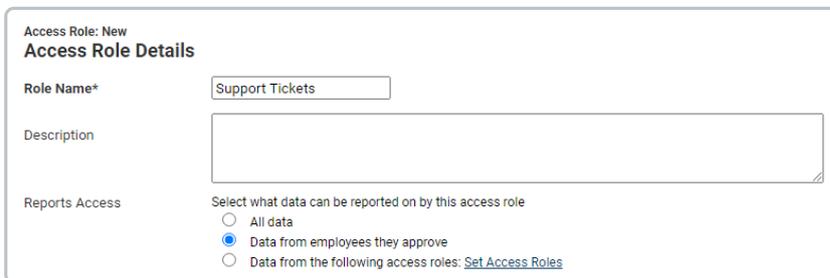
- User Management (Employees)

This article is designed to show you how to create a 'Support Administrator' Access Role for Support Tickets. This will allow the 'Support Administrator' to respond to support tickets raised internally by employees. For information on managing Support Tickets, visit [Manage an Internal Support Ticket](#).

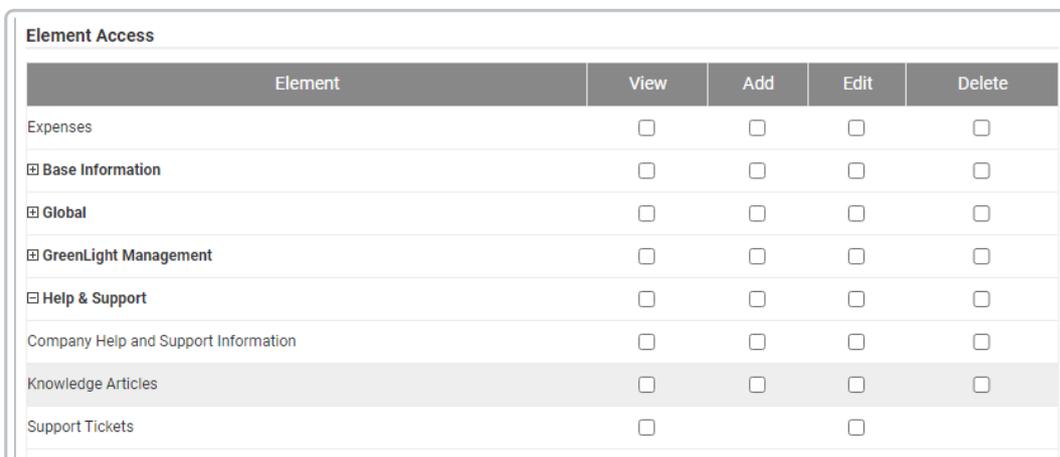
1. Navigate from the homepage to **Administrative Settings | User Management | Access Roles**.
2. In the 'Page Options' menu, click **New Access Role**.



3. Give the Access Role a name.

A screenshot of a form titled 'Access Role: New Access Role Details'. The form has three main sections: 'Role Name\*' with a text input field containing 'Support Tickets'; 'Description' with a large text area; and 'Reports Access' with three radio button options: 'All data', 'Data from employees they approve' (which is selected), and 'Data from the following access roles: [Set Access Roles](#)'.

4. In the 'Element Access' menu, expand **Help & Support** by clicking .

A screenshot of a table titled 'Element Access'. The table has five columns: 'Element', 'View', 'Add', 'Edit', and 'Delete'. The 'View' column contains checkboxes, and the 'Add', 'Edit', and 'Delete' columns contain empty checkboxes. The rows are: 'Expenses', 'Base Information', 'Global', 'GreenLight Management', 'Help & Support', 'Company Help and Support Information', 'Knowledge Articles', and 'Support Tickets'. The 'Help & Support' row is expanded, showing its sub-rows.

5. Select 'Edit' from the 'Support Tickets' element.

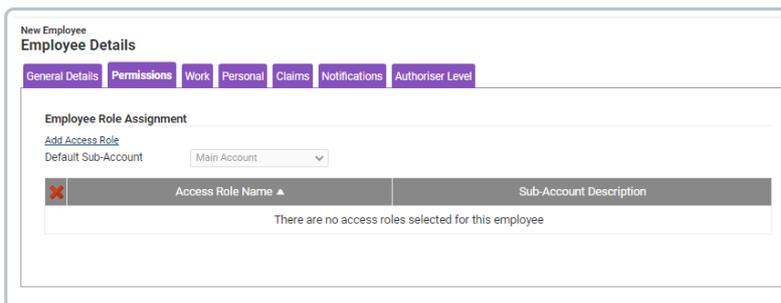
**Note:** Selecting 'Edit' will automatically select 'View'.

6. Navigate to **Administrative Settings | User Management | Select Employee**.



The screenshot shows a search form titled "Employees". Under "Search Options", there are two input fields: "Enter surname of employee (or lead characters)" and "Username". Below these are four dropdown menus: "Role" (set to [None]), "Signoff Group" (set to [None]), "Default Department", and "Default Costcode" (set to [None]). At the bottom left, there are two buttons: "search" and "close".

7. Search for the employee you wish to apply the Access Role to and then click  .
8. Click on the 'Permissions' tab.
9. Click **Add Access Role**.



The screenshot shows the "New Employee" page with the "Employee Details" tab selected. The "Permissions" sub-tab is active. In the "Employee Role Assignment" section, there is a link "Add Access Role" and a "Default Sub-Account" dropdown menu set to "Main Account". Below this is a table with two columns: "Access Role Name" and "Sub-Account Description". The table is currently empty, with a message "There are no access roles selected for this employee" at the bottom.

10. Select the Access Role that you created previously and then click **Save**.
11. Click **Save** on the 'Employee Details' menu.

**Note:** For information on how to manage internal support tickets, view [Manage an Internal Support Ticket](#).

