

DMS User Access Controls

Core Functionality	Super User	Team Leader	Case Handler	Read Only User
Create case	YES	YES	YES	NO
Edit case details	YES - If the user is an assigned case handler from recipient company			NO
Assign case to yourself	YES	YES	YES	NO
Assign case to other users except read only user	YES	YES	YES	NO
Re-assign the case to yourself	YES	YES	YES	NO
Re-assign the case to other users except read only user	YES	YES	YES	NO
Move the workflow from current stage to next stage	YES - If the user is an assigned case handler from recipient company			NO
Add respondent	YES - If the user is an assigned case handler			NO
Remove respondent	YES - If the user is an assigned case handler			NO
Upload the evidences	YES - If the user is an assigned case handler			NO
Share the evidence(s) with respondent(s)	YES - If the user is an assigned case handler from recipient company			NO
Unshare the evidence(s) with respondent(s)	YES - If the user is an assigned case handler from recipient company			NO
Add comments on uploaded evidence(s)	YES - If the user is an assigned case handler			NO
Delete evidences	YES - The users can delete their own evidences which were uploaded by them			NO
Send message	YES - If the user is an assigned case handler			NO
Reply message	YES - If the user is an assigned case handler			NO
Add Notes	YES	YES	YES	NO
Log outcome of the case	YES - If the user is an assigned case handler from recipient company			NO
Email notification to case handler upon case assign	YES - If the user is an assigned case handler			NO
View outcome of the case	YES	YES	YES	YES
Email notification to respondent(s) upon case creation	YES *	YES	YES **	YES **
Email notification to responent(s) upon reason code change	YES *	YES	YES **	YES **
Email notification to respondent/recipient upon messaging	YES *	YES	YES **	YES **
Email notification to respondent(s) upon log outcome	YES *	YES	YES **	YES **
Email notification to recipient case handler upon log outcome	YES *	YES	YES **	YES **
View case details	YES	YES	YES	YES
View comments on uploaded evidence(s)	YES	YES	YES	YES
Download the evidences	YES	YES	YES	YES
View message	YES	YES	YES	YES
View Notes	YES - The case note(s) created by them can be viewed by their own company users only			

YES * - The email notification will be sent to super user if NO team leader present in the company otherwise not sent to super user

YES ** - The email notification will be sent to case handler & read only user if NO super user & team leader present in the company otherwise not sent to them