Understanding user roles in VoipNow

Applies to VoipNow 4.0.0 and higher!

VoipNow admins and Organization account owners can better manage permissions on User account level with the help of User roles. This article explains the permissions of the User roles available in VoipNow.

Overview

When **creating a new User account**, VoipNow admins and Organization owners need to assign it with one of the following roles: Owner, Administrator and Member.

These roles are not permanent as they can be changed from the **Edit User Account** page at any time later on.

It is mandatory for the Organization to have at least one user with Owner role!

User role permissions

Member

Users with **Member** role are the basic user accounts found in previous VoipNow versions. They have administrative access strictly over their own account (under the limits of their parent account, i.e. their Organization).

Administrator

Users with **Administrator** role have the permissions of an Organization account owner. This means that, once they log in, they have control over the Organization level settings. Their permissions allow them to:

- assign other users with **Member** and **Administrator** roles
- change control panel access for users with **Member** and **Administrator** roles (except themselves)
- enable or disable users with **Member** and **Administrator** roles (except themselves)
- delete users with **Member** role

Owner

Users with **Owner** role have the permissions of an Organization account owner. They have higher permissions than Users with Administrator roles. More specifically, they are allowed to:

- assign users with **Member** and **Administrator** roles
- change control panel access for any user (except themselves)
- enable or disable users regardless of their role (except themselves)
- delete users regardless of their role (except themselves)

Please note that VoipNow users who have activated Hubgets **cannot be deleted**, regardless of their role. They can only be disabled.

Related topics

- Why can't I delete roles from within Cloud Management
- How to configure sharing policies for a user account
- How to use the VoipNow 5 built-in firewall
- Understanding user roles in VoipNow
- Understanding SIP devices provisioning permissions