# FAQ – I feel sure I checked a staff member's permissions to a house, but he or she "can't see or do anything"?

*The following response assumes that you know where to find "main permissions" and "fine permissions". If you don't, contact the local manager in charge (see [www.RosterCoster.com](www.RosterCoster.com)) and ask for training in this.*

## STEP 1: Does the user have 'multiple roles' in your org?

*Does the staff member have multiple roles (for example, supervisor in one house, and staff member in another)? If "yes",* **IGNORE STEP 2 and 3 and SKIP TO STEP 4**.

## STEP 2: Does the user have a tick in at least one box in the "main permissions"

*In this example the person does **not**. So, go ahead and "tick"…*

| Time View All | Time Approver | Time Admin | Roster View | Roster Supervisor | Time Self | Staff Admin | Roster Adm |
|---|---|---|---|---|---|---|---|
| ☐ | ☐ | ☐ | ☐ | ☐ | ☑ | ☐ | ☐ |
| ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| ☐ | ☐ | ☐ | ☑ | ☑ | ☑ | ☐ | ☐ |

## STEP 3: Does the user have a tick against at least one house, and in at least one box in the "fine permissions" for each house he or she is ticked against?

*In this example the person **is OK**, even though he or she had no ticks in the main permissions above! So, "tick"…*

| | |
|---|---|
| ☐ Pasley 33  C2522 | |
| ☐ Primrose  C2838 | |
| ☑ Queen  (West) C2776 | ☐☐☐☐■■☐☐☐☐☐ |
| ☐ Quick  C3250 | |
| ☐ Ross  C2817 | |

# STOP! … PROCEED TO STEP 4 ONLY IF YOU RESPONDED "YES, THE USER HAS MULTIPLE ROLES" TO STEP 1

## STEP 4: Is the person's main permissions correct?

*If not (for example, the following **definitely is not**, because **nothing** is ticked!) then make sure that whatever role the person has in most of his or her houses, then that is what is ticked here below.*

| Time View All | Time Approver | Time Admin | Roster View | Roster Supervisor | Time Self | Staff Admin | Roster Adm |
|---|---|---|---|---|---|---|---|
| ☐ | ☐ | ☐ | ☐ | ☐ | ☑ | ☐ | ☐ |
| ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| ☐ | ☐ | ☐ | ☑ | ☑ | ☑ | ☐ | ☐ |

## STEP 5: Does the user have a tick against all the right houses, and are the "fine permissions" for each house correct?

In this example the person **is OK**, and has a different role in each of the houses listed: