Comparison of eFolder Security Roles

eFolder

Legend

Abbrev	Security Role	Description
PSM	Partner Senior Manager	Main Partner account with all privileges
PSITM	Partner Senior IT Manager	All privileges except ability to manage invoices from eFolder
PSCS	Partner Senior Customer Service	Primary technician account
PCS	Partner Customer Service	Limited technician account
PA	Partner Accountant	Read-only account with permission to manage invoices from eFolder
PRO	Partner Read-Only	Read-only account used by sales/marketing/accounting
PAPI	Partner API	Used by PSA tools to connect to eFolder backend
PU	Power User	Customer IT person with visibility to just that company's computers
USER	User or Default User	Default limited role
APP	AppAssure End-user	Used to monitor AppAssure backups

Function or Scope Description	Security Role									
	PSM	PSITM	PSCS	PCS	PA	PRO	PAPI	PU	USER	APP
View and manage the partner's account	X	X								
Assign the account's *Partner Senior Manager* security role	X									
Change the security role for an account	X	X								
Delete accounts	X	X	X							
Create parent accounts	X	X	X							
View all accounts for the brand	X	X	X	X	X	X				
Impersonate an account in their Account List	X	X	X	X				X	X	
View their own account and any sub-accounts under their own account	X	X	X	X	X	X	X	X	X	
Create a sub-account	X	X	X	X	X	X	X	X	X	
Display accounts they are authorized to see in the Account Center or Account List; perform functions there they are authorized to perform	X	X	X	X	X	X	X	X	X	
Display the Dash Panel report (or equivalent) for the accounts they are authorized to see	X	X	X	X	X	X	X	X	X	
View the backup session report for an account	X	X	X	X	X	X		X		
Download the Backup Manager	X	X	X	X	X	X	X	X	X	
Email customer support	X	X	X	X	X	X	X	X	X	
Access online help	X	X	X	X	X	X	X	X	X	
Create, view, modify, delete account information programmatically through eFolder's web services API							X			
Request a preload Drive	X	X	X							
Set up AutoPay	X				X					
Perform all other account management tasks not listed above	X	X								
Monitor AppAssure backups										X

x = user with this role is permitted to perform this function