

Role Definitions and Access

General Users			
Group	Roles	Capabilities	Positions Included
Read Only	<ul style="list-style-type: none"> • Read Only • Ad-Hoc Reports Viewer 	<ul style="list-style-type: none"> • View Access 	<ul style="list-style-type: none"> • Employment Counselor • Greeter • PSR • QA • Regional Monitor • SER Users
General Office Staff	<ul style="list-style-type: none"> • General Office Staff • Ad-Hoc Report Trusted Viewer 	<ul style="list-style-type: none"> • Update Customer Records • Run Reports (FA Limits) 	<ul style="list-style-type: none"> • PSR • Support Staff • Greeter • Resource Room • Employment Counselor
Tracking Units	<ul style="list-style-type: none"> • Tracking Units • Ad-Hoc Report Trusted Viewer 	<ul style="list-style-type: none"> • Create Customer Records • Creates and Edits Support Accounts • Create Vouchers • View Vouchers • Runs Reports (Inventory) • Budget Adjustments 	<ul style="list-style-type: none"> • Program Tracking Specialist • Tracker
Call Service Center	<ul style="list-style-type: none"> • Call Service Center • Ad-Hoc Report Trusted Viewer 	<ul style="list-style-type: none"> • Edits Customer Records • Creates and Edits Support & Training Accounts • Creates and Views Vouchers • Runs Reports (FA Limits) • Budget Adjustments 	<ul style="list-style-type: none"> • FACSS
Super User – CO	<ul style="list-style-type: none"> • Super User – CO • Ad-Hoc Report Trusted Viewer 	<ul style="list-style-type: none"> • Creates Customer Records • Creates Support Accounts • Disburses Cash Subs • Runs Reports (FA Limits) • View and Print Vouchers • Updates Vouchers • Budget Adjustments 	<ul style="list-style-type: none"> • Career Office Supervisor • Office Manager • Career Office Admin • Program Assistants • OJT Program Assistant • Operations Coordinator • Operator • SER Users
Super User – CSC	<ul style="list-style-type: none"> • Super User – CSC • Ad-Hoc Report Trusted Viewer 	<ul style="list-style-type: none"> • Creates Customer Records • Creates and Edits Support & Training Accounts • Creates and Views Vouchers • Runs Reports (FA Limits) • Closes Accounts • Budget Adjustments 	<ul style="list-style-type: none"> • OJT Unit Compliance Specialist • OJT Unit Market Analyst • SER Users • Call Center Managers and Supervisors
Super User – TU	<ul style="list-style-type: none"> • Super User – TU • Ad-Hoc Report Trusted Viewer 	<ul style="list-style-type: none"> • Creates Customer Records • Creates and Edits Support Accounts 	<ul style="list-style-type: none"> • Program Tracking Managers and Supervisors

		<ul style="list-style-type: none"> • Edits Training Accounts • Take Accounts off Hold • Creates and Views Vouchers • Runs Reports (Inventory) • Closes Accounts • Budget Adjustments 	
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Advanced Users			
LISO	<ul style="list-style-type: none"> • LISO 	<ul style="list-style-type: none"> • User Maintenance (Password Resets, Office Changes, Information Changes) 	<ul style="list-style-type: none"> • LISO Representatives
Record Merger	<ul style="list-style-type: none"> • Records Merger 	<ul style="list-style-type: none"> • Customer Maintenance • Creates Support & Training Accounts • Updates Customer Records 	<ul style="list-style-type: none"> • TBD
FAPO Staff	<ul style="list-style-type: none"> • FAPO Staff • Ad-Hoc Report Manager 	<ul style="list-style-type: none"> • Admin for: <ul style="list-style-type: none"> ○ Fundsource Management ○ Provider Management ○ Program Management ○ Line Item Category Management ○ Voucher Approval and Voiding 	<ul style="list-style-type: none"> • FAPO Staff
Admin	<ul style="list-style-type: none"> • Administrator • Super User – CO, CSC, TU • Ad-Hoc Report Manager • Ad-Hoc Report Trusted Viewer 	<ul style="list-style-type: none"> • Full System Access 	<ul style="list-style-type: none"> • System Admin

Reporting Users			
Ad-Hoc Reports Viewer	<ul style="list-style-type: none"> • Ad Hoc Reports Viewer 	<ul style="list-style-type: none"> • Ad-Hoc Viewer Group for Special Access Requests (cannot see confidential info) 	<ul style="list-style-type: none"> • Special Request
Ad-Hoc Reports Trusted Viewer	<ul style="list-style-type: none"> • Ad Hoc Reports Trusted Viewer 	<ul style="list-style-type: none"> • Ad-Hoc Trusted Viewer Group for Special Access Requests (can see confidential info) 	<ul style="list-style-type: none"> • Special Request
Ad-Hoc Reports Designer	<ul style="list-style-type: none"> • Ad Hoc Reports Trusted Viewer • Ad Hoc reports Manager 	<ul style="list-style-type: none"> • Ad-Hoc Report Creation and viewing of confidential info for Special Access Requests 	<ul style="list-style-type: none"> • Special Request