

# WORKGROUPS

This document explains the difference between Workgroup account types, what roles and controls they have. Workgroup accounts have an admin and several sub-users. There are two account subtypes within Workgroups:

## Multi-User

Sub-users own their separate accounts with an admin, who oversees all sub-accounts in a workgroup.

Sub-users cannot share their surveys, contact managers, and dashboards. Everything within their accounts is in a silo and can be accessed only by an account owner or the workgroup administrator.

## Multi-Access

This is a single account that can be accessed by sub-users. This allows multiple users to work with the same content using different rights to alter it.

Multi-User	Multi-Access
<b>Sub-user management</b>	
<ul style="list-style-type: none"> <li>• Admin can add, suspend sub-users.</li> <li>• Admin has control over sub-accounts credits.</li> <li>• Admin can download a sub-account’s log files.</li> </ul>	<ul style="list-style-type: none"> <li>• Admin can add and delete sub-users.</li> <li>• Account credits are shared between admin and sub-users.</li> <li>• Admin owns whole workgroup account.</li> <li>• Sub-users have access to only assigned folders.</li> </ul>
<b>Surveys</b>	
<ul style="list-style-type: none"> <li>• Each sub-user has their own surveys, which cannot be shared.</li> <li>• Admin can restrict launch option and require an approval.</li> <li>• Admin can grant access to the corporate themes</li> <li>• Sub-users cannot share survey branding.</li> </ul>	<ul style="list-style-type: none"> <li>• Access to the surveys are granted by an admin. Surveys can be shared between sub-users.</li> <li>• Admin has access to all surveys.</li> <li>• Admin has complete control over the surveys and can allow or deny creating, modifying, publishing and viewing the results.</li> <li>• Sub-users have access to mutual base of survey themes.</li> <li>• Users can share survey design within the workgroup.</li> </ul>

Multi-User	Multi-Access
<b>Contact manager</b>	
<ul style="list-style-type: none"> <li>• Contacts within the contact manager will be isolated for each particular sub-user.</li> </ul>	<ul style="list-style-type: none"> <li>• All sub-users share access to the contact manager.</li> <li>• Admin has controls over who can add, edit, and delete contacts within the contact manager.</li> </ul>
<b>Data models</b>	
<ul style="list-style-type: none"> <li>• Data models within the contact manager will be isolated for each particular sub-user.</li> </ul>	<ul style="list-style-type: none"> <li>• All sub-users share access to the data models.</li> <li>• Admin has controls over who can add, edit, and delete data within the data model.</li> </ul>
<b>Dashboards</b>	
<ul style="list-style-type: none"> <li>• Each sub-user can build their own dashboards.</li> <li>• Sub-users do not have access to other's dashboards settings, data or filters.</li> </ul>	<ul style="list-style-type: none"> <li>• Admin controls rights and what data will be available.</li> <li>• Admin has access to all dashboards built by the sub-users.</li> <li>• Sub-users can view dashboards based only on the data they have access to.</li> </ul>