

User Setup

Commonly asked questions



1. How do I know which activities are included with a particular role?

The Role Matrix is the answer. This document (available in Online Resources- Escape Guides) provides a list of all of Escape Online's activities cross-referenced with role access and other important information.

2. How do I keep a user from having access to a specific activity?

Add that activity to the Activity Permissions tab and set the Allowed flag to NO.

3. How do I give access to a specific activity to a user?

Add that activity to the Activity Permissions tab with the first role on the role matrix that has an ER, or whichever role deemed appropriate.

4. Do I have to give a user a role on the User tab?

No. We created the roles as a convenience to our customers, but you can define access activity-by-activity. To do this, do not include a role on the first tab, then the Activity Permissions tab, define each activity with the associated role-level.

5. What do I do about auditors?

Auditors need read-only access to practically everything. That is why each module has a Read Only role. Give this role to the auditor and then use the Activity Permissions tab to take away any unnecessary access. Use the role matrix to learn more about this role.

6. What does the "No Descendant Window Pane" error mean?

This means that the role you have given the user for this activity is too "low." Check the role matrix to find out what is the first activity that has ER access to that activity and use that as the Edit Role for the permission. For example, the Approve Payments activity in the Finance module has an Edit Role of SysMgr. You must select that role to provide access to a user for this activity.