Users access - roles and permissions

Description

The 'users' section allows you to add multiple users and give them access and restrictive permission (where necessary) to the Avantio software.

Benefits

You will have the ability to activate different users to different areas of the software depending on their responsibilities and tasks.

1. Each user, depending on the department in which they work, can view and edit only what concerns them in their daily tasks.

2. The most sensitive information or data will be available only to those who have advanced access.

3. Increase security and minimise errors.

4. The ability to assign only one or multiple roles to the same user.

The account administrator can create new users who can share the same access or have restricted permission.

Configuration

To manage the company users, access through the 'settings' option at the top right of the VRMS screen. The 'users' option is in the menu on the left hand side.

The list of created users will be shown with their email addresses, department, whether they are an 'administrator' or not and the user status.The 'administrator' permission allows access to the entire system.

To create a new user, click on the 'NEW' button.
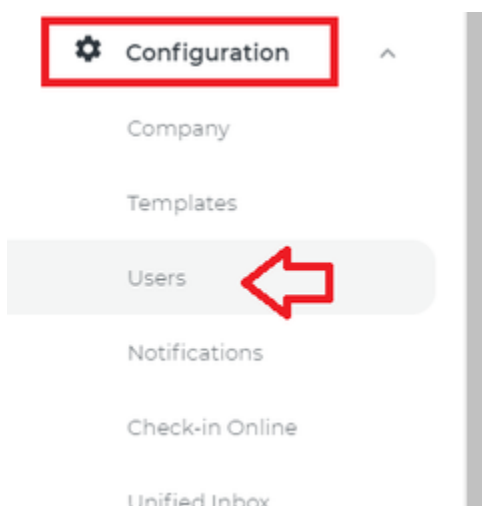
It is important that all mandatory fields are completed. Enter the users' email in the 'Login (email)' field. This will be used to access the VRMS.

By ticking the 'send connection data' button, the user will receive an automatic email with their password.

The 'user roles' option will present a drop down box with a list of job responsibilities. Here, you can choose as many options as required. Once you have completed the required fields, click SAVE to create the user.

ROLES	PERMISSIONS
Administrator	- Access to all software. - Create new users and modify their roles. - Create new providers - Check-in Online configuration.
Invoicing	- Create invoice rules and modify them. - Issue invoices. - Access to billing reports. - Tax module - Export Model 179 for Spanish Hacienda (only for Spain-based companies)
Owner Management and settlements	- Create and modify the owners contracts. - Issue settlements to the owners. - See owners reports.
Reception	- See clients, reservations, availability, planning and reservation reports. - View the programmed events (Harmony) in the bookings
Reservations	- View accommodations. - Register and modify bookings and clients but not permitted to delete them. - View the programmed events (Harmony) in the bookings and perform actions - See rates, occupation rules and discounts but not permitted to create new ones, modify or delete them. - Access to clients, bookings and cleaning reports. - See list of owners. - See templates but not modify or delete them. - See channel manager tab but not manage it. - See Web tab (Web configuration/Featured/Offers/Reviews) but not modify. - Assign Check-in and Check-out - Tax module
Reservations manager	- Create and modify accommodation. - Register and modify bookings and clients, including deletion. - View the programmed events (Harmony) in the bookings and perform actions - See credit card details in PCI Wallet. - Register or modify rates, occupancy rules, discounts, etc. - Access to all reports except the owners report. - Add and modify templates. - Manage the Channel Manager. - Modify the company's setup and website setup. - Guest Area configuration - Manage and see Staymyway smart locks - Tax module
Housekeeper manager	See cleaning and services reports.
Seo	- Manage the SEO of the accommodations - Manage the web SEO - Manage accommodations categories
Booking Calendar	See availability in the booking calendar with booking details

(availability and booking data)	
Booking Calendar **(only availability)**	■ See availability in the booking calendar (only blocked dates, without booking details)
NEW: REVENUE MANAGEMENT	■ Create and change rates ■ Create and modify occupancy rules ■ Create and modify discounts and supplements rules

NEW FEATURE:

Previously only users with *Administrator* access could use **Harmony**.

Now, users who have *Reservations or Reservations manager* can also have certain access to Harmony (however they cannot create or edit solutions)

1. If the user has *Reservations or Reservations manager permissions* they can complete tasks *within the booking* related to **Programmed Events**

PROGRAMMED EVENTS

⏱	27/03/2020 00:00	Manage bookings with pending payments Cancel event
✔	24/03/2020 16:09	Inform the owner upon receiving a new booking Perform again
✔	24/03/2020 11:48	Offer additional services or send instructions to the guest Perform again

2. If the user only has *Reception permissions* then they will only be able to view the information in the booking.

PROGRAMMED EVENTS

⏱	27/03/2020 00:00	Manage bookings with pending payments
✔	24/03/2020 16:09	Inform the owner upon receiving a new booking
✔	24/03/2020 11:48	Offer additional services or send instructions to the guest

The roles granted to a user can be combined with each other, for example Reception + Planning (availability and booking data).

Users in the VRMS Avantio can only have one type of access. For example, with the same email, they can not have a provider and user login.