About roles, security, and permissions

RescueGroups.org's security features allow you to grant restricted access to the features of your service to other members of your organization.

When your account was created, one person was given full administrative (Site Admin) permissions. That person can then grant permission to other volunteers.

For example, one of your volunteers may need to add new animals but does not need to add animal Journal entries or add new News items. You can give that user only the permissions he or she needs to do their job.

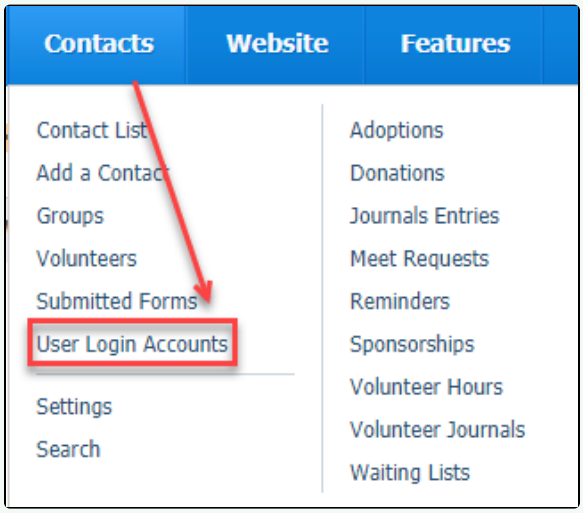
A *role* is a task a volunteer performs; *permissions* give them the capability to do the task and are connected to the role. Roles are assigned to a volunteer's **User Login Account**.

IMPORTANT

Depending on the service you are using, you may be able to make use of all or only some of the roles and permissions outlined in this chapter. If you are having trouble with any of this information, please fill out a support ticket so that we can help you.

Where do I find it?

You can assign roles to the User Login Accounts of your volunteers by going to **Contacts > User Login Accounts.**



On this page:

- Available Organization Security Roles

Related pages:

- Assigning roles and permissions
- Removing or changing roles and permissions

Available Organization Security Roles

The following security roles are available to assign to User Login Accounts. Find the description of the activities you want your volunteer to perform, and then assign the corresponding role.

All of your organization's helpers with the role of Volunteer, that is, anyone with a RescueGroups.org login who is assigned at least one volunteer-level role, is able to access some of your basic information about Contacts and Animals. See the Volunteer role information in the table below.

Role Name	Activities the volunteer can perform

Volunteer (Recommended for all volunteers)**	Can view all of the following: • All animal information listed on the animal's record, including that for deceased or adopted animals • Animal locations marked as private • (**Website Service** only) All animal files, including those marked as private, only when logged into your organization's website. Please note, without the website service, or to access animal files when not logged into the organization's website, a volunteer must also have the role of **Animal Add**. • Contacts • Animal foster information • All colonies • All adoptions • Volunteers-only pages • Adopters-only pages • Can view and print kennel cards
Accounting Admin	Manages invoices and payments online
Adopter	Access their **My Rescue** page (**Website Service** only) and view any online forms they have submitted, animals they have sponsored, and favorite animals and breeds
Animal Add	Please also see the **Animal Admin** role, below. • Add, edit, and delete animal entries • Add and edit animal templates • Add, update, and delete animal media • Upload, view, and print animal files • Add animal relationships • Add an adoption for an animal • Manage meet requests for the animals • Manage Rainbow Bridge entries • Manage custom special lists • Create adoption contract PDF • Can access the Pet Adoption Kiosk feature
Animal Admin	Manages all facets of the organization's animals, including all of the activities for the **Animal Add** role, plus: • Configure animal options • View animal history • Set fields to "required" • Enable and disable fields • Update multiple animals (mass update of animals) • Delete animal files • Manage animal sponsorships • Can create and manage Pet Adoption Toolkits
Animal Attendance Admin	Updates animal event attendance **NOTE:** This role is being remodeled. At this time, please also add the **Animal Add** role for your volunteer in order to completely manage event attendance. With both roles, this volunteer can: • View animal attendance • Add, edit, and delete animal attendance information
Animal Foster Update	Can update their own foster animals as well as mark them deleted, but cannot add animals to the organization's account.
Animal Network Admin	Can view any animals that are shared in the Animal Network
Animal Picture User	Can upload pictures to the animal detail pages on the organization's website (this role is only pertinent to the **Website Service**).
Board of Directors	Members of the Board of Directors
Calls Admin	Adds and modifies call information as well as emails the contact
Calls Operator	Updates calls assigned to them, but not all calls

Campaign Admin	Administers email campaigns
Certificates Admin	Can create, void and run reports on certificates **NOTE:** This role is in place for future expansion and has no use in the current features for your account.
Certificates User	Can create and print certificates **NOTE:** This role is in place for future expansion and has no use in the current features for your account.
Colony Admin	Can update animals, caretakers and journal information related to Colonies
Contacts Add	Add contacts Can assign a contact to a **Contacts Group**
Contacts Admin	Add and edit contacts Can add and edit custom **Contacts Groups** Can remove a contact from a **Contacts Group** Can merge Contacts
Content Admin	Volunteers who can update content on the website (this role is only pertinent to the **Website Service**)
Doc Admin	Can add, and delete website files (this role is only pertinent to the **Website Service**) Does not pertain to animal files
Document User	Can view website files (this role is only pertinent to the **Website Service**)
Event Admin	Add, update, and delete events
ExtsyncAdmin	The external synchronization admin can view, change, enable, and disable all animal exports. However, this role is only pertinent to the **Website Service.** Outside of the **Website Service**, the Animal Add role can view exports, but only the Site Admin can change, enable, or disable animal exports.
Guestbook Admin	Can edit and delete guestbook entries posted by guests (this role is only pertinent to the **Website Service**)
Image Admin	Uploads or deletes images (this role is only pertinent to the **Website Service**)
Image User	Uploads images (this role is only pertinent to the **Website Service**)
Inventory Admin	Manages physical inventory and loaner equipment (this role is only pertinent to the **Website Service**)
Journal Admin	Adds, updates, and deletes medical information or any other journal entry information
Journal User	View journal entries
Look and Feel Admin	Manages the layout selection, logo, custom CSS and color selections for your **Website Service**
Media Admin	Add, update, and delete animal pictures and other media
News Admin	Add and delete news items (this role is only pertinent to the **Website Service**)
Online Form Admin	• Sets up and configures online forms • Manages online forms questions • Manages steps for a submitted form • Can view all submitted forms • Can view all comments on submitted forms • Can comment on submitted forms • Can assign a submitted form • Can change submitted form status • Can contact applicant through form • Can complete a form for a contact • Can create, edit and run Online Forms reports with the **Website Service** • Can share blank PDF of online forms • Can edit submitted form answers

Online Form Manager	• Can view all submitted forms • Can view all comments on submitted forms • Can comment on submitted forms • Can assign a submitted form • Can change submitted form status • Can contact applicant through form • Can complete a form for a contact • Can change **Pass/Fail** status of step • Can run reports with the **Website Service**
Online Form Reviewer	• Can view all submitted forms • Can view all comments on submitted forms • Can comment on submitted forms • Can assign a submitted form • Can change submitted form status • Can contact applicant through the form • Can run reports with the **Website Service**
Online Form User	• Can view all submitted forms • Can view all comments on submitted forms • Can comment on submitted forms • Can assign a submitted form • Can change submitted form status • Can contact applicant through the form • Can complete a form for a contact • Can change **Pass/Fail** status of step • Can run reports with the **Website Service**
Photogallery Admin	Can add, delete, and reorder photo gallery pictures (this role is only pertinent to the **Website Service**)
Memorials Admin (Rainbow Bridge)	Can add and delete memorials and upload pictures to memorials (this role is only pertinent to the **Website Service**)
Reports	Can create and run reports
Shop Admin	Administers the organization's online store (this role is only pertinent to the **Website Service**)
Site Admin	Includes all permissions for all roles, and also includes permission to administer users, layout, custom pages, and can manage other RescueGroups.org services. The Site Admin is the only role which can view and edit the **Animal Description Header & Footer** and **Enable and Add Microchips.**
Voicemail Admin	Can administer mailboxes and voicemail passwords
Volunteer	Can view all of the following: • All animal information listed on the animal's record, including that for deceased or adopted animals • Animal locations marked as private • (**Website Service** only) All animal files, including those marked as private, only when logged into your organization's website. Please note, without the website service, or to access animal files when not logged into the organization's website, a volunteer must also have the role of **Animal Add**. • Contacts • Animal foster information • All colonies • All adoptions • Volunteers-only pages • Adopters-only pages • Can view and print kennel cards

NOTE

When adding users to a security role, you may see the roles of *Certificate Admin* and *Certificate User*. These roles are in place for future expansion and have no use in the current features for your account.

You can see a report of everyone who has permissions on your Website account by going to **Reports > Reports List** and running the **Users with Website Permissions** report.

Have a question about this topic?
Ask ques

Popular Questions

Topics:

- animals
- security
- permissions
- animal

1. 0
votes
How can we embed our available or adopted animal data stored in RescueGroups.org for display on an external website service?
   - **4** answers
   - Whiskers & Tails Rescue Foundation
   - Sept 21, 2023
   - Space: Website Service Guide
   - website
   - exports
   - animals
   - toolkit
2. 0
votes
How do I get my listings to automatically feed to Facebook?
   - **1** answer
   - Jennifer Myers
   - Mar 20, 2024
   - animals
   - website
   - exports
   - facebook
   - iframe
3. 0
votes
Requests
   - **0** answers
   - Anita Lowman
   - Feb 19, 2024
   - requests
   - animals
4. 0
votes
My Animal List is empty
   - **2** answers
   - Tammy Mullins
   - Feb 06, 2024
   - animals
5. 0
votes
Add a mixed breed choice for dogs
   - **1** answer
   - Richard [RG]
   - Feb 27, 2014
   - requests

- animals
- breeds
- exports

6. 0
votes
Change default location to "no"
- **1** answer
- Alana Woodbury
- Jan 22, 2024
- animals
- exports

7. 0
votes
What fields is the Asilomar Advanced Animal Statistics report pulling from
- **0** answers
- Alana Woodbury
- Jan 20, 2024
- animals

8. 0
votes
status
Is there a way to view relationship from the Animal List page?
- **1** answer
- Michelle Caylor
- Dec 08, 2023
- animals

9. 0
votes
status
Can we increase the information exported to Adopt-A-Pet to include relationships?
- **1** answer
- Michelle Caylor
- Dec 08, 2023
- animals
- exports

10. 1
vote
How do I duplicate an application? When I try to duplicate the resulting form is "Incomplete," and data from original form does not transpose.
- **1** answer
- Kirsten A Reed
- Oct 25, 2021
- animals
- forms
- animal