



## OVRC RELEASE 19: TECHNICAL DETAILS

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### BACKGROUND

The Groups & Permission release has a lot of small details that you, as an OvrC user, should understand. To save you the trouble of experimentation, this goes over these various items.

#### Key Terms

- **Companies:** These organizations own the users, groups, customers and devices that they create.
- **Employee/user:** These terms are used interchangeably. These are employees and contractors that have OvrC accounts. This does not refer to customers who have OvrC Home accounts.
- **Internal:** This refers to a user (employee), group, permission, customer, location or device belonging to the same company.
- **External:** This refers to a user (employee), group, permission, customer, location or device belonging to a different company. This can be either one that has invited you as a user, or a user that you have invited to your company.
- **Permissions** are the actions a user can take. As of this release, permissions are assigned only to groups, not users.
- **Customer access** is where the user can take that action. As of this release, access to view customers is granted to a group, not users.
- **Your/his** is used for the reader's internal company to make this document easier to read.

### USERS/EMPLOYEES

With this release, your employee can also belong to groups in other companies, and external employees can belong to groups in your company.

When you delete an internal employee from your company, OvrC removes that employee from all external companies as well.

When you delete an external employee from your company, you only delete that employee from your company's groups. The employee's status in all external companies is not affected.

### GROUPS

You should notice that OvrC has already generated a new group for each combination of role, customer access and snapshot permissions that you had already created in your system. For example, if Tech A has access to Customer Y and has snapshots disabled, OvrC generated a group for techs that had access to Customer Y with no surveillance permission granted. Depending on how your company was set up, you might have as few as two groups, or as many as one per employee.

The new groups are named as follows: **[Role][Snapshot/NoSnapshot][#]**, where # represents a consecutive digit assigned to each group as it is created. For example, names might be TechSnapshot1, TechSnapshot2, TechNoSnapshot3, AdminNoSnapshot4, etc. You can (and should) rename them to suit your needs.

As usual, only an internal user can be in the owner group, only one person can belong, and it cannot be deleted.

### PERMISSIONS

OvrC uses three permission sets: **administration**, **delete**, and **surveillance**. You cannot create new permissions.

Users can only perform actions based on the permissions assigned to the groups to which the user belongs.

## Administration

This permission set only applies to internal employees, even if external employees are members of the group to which admin permission is granted. External employees assigned to a group with administration permission only receive delete and surveillance permissions (if any).

Users can add, edit, and delete internal employees. External employees can only be added or deleted.

Users can only add, edit, or delete internal groups. This includes adding or removing permissions, and assigning customer access.

## Delete

Delete allows the user to delete internal and external customers, locations, and devices.

We recommend that you **do not give external employees the delete permission**; if an external user deletes your company's customer, that customer is removed from your company (as well as from the external company), and could afterward be claimed by the other company.

## Surveillance

Snapshot allows a user to take and view a snapshot for cameras. This applies to cameras owned by internal and external customers.

## Default Permissions

### Owner + Admin:

- » Administration.
- » Delete.
- » Surveillance.

### Tech

- » Delete.

## Combined Permissions

An employee has a combination of all permissions assigned. For example, if an employee is a member of one group with only the Delete permission set, but is also a member of another group with the Admin permission set, the user has access to both permission sets.

However, a user's actions are limited to those granted by group permissions on customers that he can access through that group. For example, through Group A, a user has Delete permissions and access to John Smith. In Group B that same user has no Delete permissions, but has access to Jane Doe. That user can only perform the Delete action for John Smith in Group A; he cannot delete Jane Doe.

## CUSTOMER, LOCATION AND DEVICE ACCESS

A user with Administration permissions can only use them within his company. He cannot use those permission on external companies.

## New Entities

The company owns each customer, location and device that it claims or creates.

When a new customer or location is created, an employee can access that customer or location if the employee is a member of:

- » a group with administrative permissions,
- » a group with access to all customers, or
- » the same group as the employee who created the customer.

When a new device is claimed, an employee has access to that device if he has access to the location under which the device is claimed.

## Transferring Devices

When transferring devices, a user can move devices only to other internal customers, and only to a customer to which they have access.

It is not necessary to place a device into inventory before moving it to another customer.

## NOTIFICATIONS

Customer and location settings are set per user, while device notifications are set per company.

OvrC creates a set of device-level settings for each company that accesses the devices. For example, John Smith is a customer under Company A. If Tech X from Company B has access to John Smith, then OvrC creates a separate set of device-level notification settings for Company B. Each company controls their own notifications, so those from Company B may differ from Company A's settings.

### Default Settings

The system has different defaults for internal and external employees.:

Category	Internal Users	External Users
New customer settings	On	Off
New location settings	On	Off
SnapAV device notifications	On	On
Third-party device notifications	Off	Off

### Send Notifications

When a group that has **limited** customer access is granted access to a new customer, all members of that group get a notification from OvrC.

When a group with access to **all** customers has a new customer added, no notification is generated.

When a group that has limited customer access is granted all access, all members of that group get a notification from OvrC.

OvrC sends only one notification for each set of changes made to a group. For example, if five customers are added to a group for access, OvrC only sends one notification.

## INVENTORY

It is not necessary to place a device into inventory before moving it to another customer.

## CUSTOMER MAP

OvrC maps all customers to which a user has access, regardless of permission level or owning company. You can filter the map to view external customers only.