User switch

If necessary, the system administrator can assign special authorisations for the user-switch. This function is addressed especially to the executive staff, the HR-department, support-team or the assistants (secretariat). The switch-function allows you to switch between assigned users, and see their Webdesk (information portal), see and handle their requests, assigned To Dos.

To switch onto another user, open the user menu (click on your own name or profile picture in the upper right corner) and click on "Switch user". In the working area you will find the names of persons you are authorised to switch to (last name, first name and employee ID). The list can be narrowed down by selecting the client and using the search field. Click on the respective name, and you will find yourself in the other person`s Webdesk.

The title bar shows the name of the user you have switched to. The name will appear in green colour.

To return to the original user, open the user menu again and click on "Switch back". Switching from a switched user to a further user is not supported.

Request-editing as a switched user

If required, you will receive an authorisation to file or edit an application for the user you have switched on. The system administrator can make following parametrisation:

- user X switches to user Y > user X can view the list of assigned To Dos, but has no editing rights (no edit-symbols available).
- user X switches to user Y > user X is able to edit the assigned To Dos, the progress information will show user X as editor.
- user X switches to user Y > user is able to edit the assigned To Dos, the progress information shows user Y as editor.

For detailed information concerning this parametrisation, please consult the administration manual.