

## 2. User roles — who can do what

Not everyone needs (or should have) the same powers. The module ships with a set of roles your administrator assigns to staff. What you can see and do depends on your role.

Role	Typical person	Can do
<b>Service Repair Admin</b>	Shop owner / system admin	Everything: settings, catalogs, roles, all work-order actions, reports, overrides.
<b>Service Repair Manager</b>	Service manager / lead	All day-to-day work-order actions plus manager-only powers: override a deposit hold, complete & hand over, reassign across technicians, and run reports. Cannot change global module settings.
<b>Service Repair Technician</b>	Bench technician	Work the bench: view assigned work orders, log labour, add quote lines and notes, change status within the normal flow. Cannot override deposit holds or change settings.
<b>Service Repair Calendar</b>	Scheduler / front desk	See the calendar and events (read scheduling); a focused role for staff who only need the schedule.

### Technician location gating (multi-location shops)

If your shop turns on “restrict work to a technician’s repair location,” a technician can only perform work on repairs at the location(s) they’re mapped to. On a work order at another location they can look but not act; managers and admins are never gated this way. An optional cross-location labour setting lets a technician log time on a repair at another location while still being blocked from other changes.

### The “Working at” picker

A technician mapped to several locations sees a **Working at:** picker in the top bar to say where they are today; new intakes default to that location, and they can set a default. Staff at a single location never see it.

If a button or tab described in this manual isn’t visible to you, it’s usually because your role doesn’t include that action, or the related feature isn’t enabled. Ask your manager.