

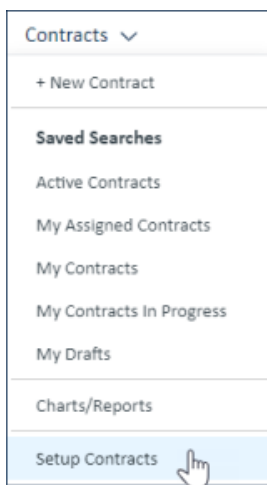
Administrator Access Permissions

There are two categories of knowledgebase admins: Table Admins and System Admins. Table Admins are granted Administrative Access to specific Tables, so that departmental administrative Groups may administer the Tables they maintain, without access to the system Setup Menus or affecting the Permissions and Setup of tables outside the department's domain. Administrator users belong to a group which has been granted admin privileges.

For example, you might want to give the Service Manager group the ability to modify the Service Requests table.

System Admin privileges grant access to the global Setup menu under the Setup gear in the top-right corner, as well as the setup menu for each individual table.


Table Admin access adds the Setup [Table] option to the navigation menu drop-down list.



Setup Contracts link

This enables:

- Creating fields, including linked fields from any other table
- Setting ownership and field permissions
- Modifying layouts
- Creating action bars
- Changing the table icon
- Creating business rules within that table, or rules that interact only with that table and another table to which the user has admin access
- Creating actions for use in action buttons and rules
- Creating subtables

 Only System Admins may create new top-level tables.

To perform admin functions that apply to all knowledgebases on a server, see [Administrator Console](#).

Granting Administrator Privileges

You must have System Admin privileges to access the Groups wizard.

1. Click the **Setup** gear in the top-right corner and go to **Access > Manage Groups**.
2. Edit the group. For example, edit the Service Manager group.
3. On the General tab, update the description for the group to reflect the admin access you plan to add.
4. Set the group to Power User if it isn't already selected.
5. Set Allow Sending Password? to No. This isn't required, but it is strongly recommended that users with admin privileges not be allowed to use the password reset link.
6. In the administrative access section, select "Table Admin: select tables" or "System Admin: access full Setup menu," depending on the level of access you want to grant.
7. If you selected "Table Admin: select tables," use the drop-down to select the appropriate tables. Press and hold the Ctrl key to select multiple tables.
8. Click Finish.

Limitations on Table Admin Functions

Administrators for specific tables have some limitations that don't apply to system admins.

Rules and Actions

Some types of rule actions, such as linked record actions and conversion actions, require access to both the source and target tables.

Examples

- To create a conversion action from the Contracts table to the People table, the admin needs access to both the Contracts and People tables.
- To create a linked record action starting from the Companies table and updating fields in the Contracts table, the admin needs access to both the Companies and Contracts tables.

Tables and Subtables

Permissions for subtables are not differentiated from the parent tables. When admin access is granted for a top-level table, it is also granted for all of that table's subtables. Table administrators can create new subtables, but only System Admins can create new top-level tables.