

# Enable Support Access

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Users must grant permission for DocBoss Support to access their system. Access permission is granted for up to 24 hours at a time.

To enable support access:

1. Click the **System Menu (gear)**.
2. Click **Allow support to access your account**.

The screenshot shows the top navigation bar of the system. On the right side, there is a search bar, a help icon, and a system menu icon (gear) highlighted with a red circle and the number '1'. Below the navigation bar, the user's name 'Hi, [Name]' and 'Edit your profile' are visible. The main content area is divided into four sections: Users, Lists, Library, and Reports. The Admin section is expanded, showing various settings. The 'Allow support to access your account' option is highlighted with a red box and the number '2'.

3. Under the option to **Allow DocBoss Support to access your account for 24 hours**, click **ON** to grant support access. (Access can be revoked at any time by clicking **OFF**.)

The screenshot shows the 'Security Support Access' settings page. The title is 'Security Support Access'. Below the title, there is a toggle switch for 'Allow DocBoss Support to access your account for 24 hours'. The toggle is currently set to 'ON', which is highlighted with a red box and the number '3'. Below the toggle, there is a note: 'Sign in for support account is turned off'.



Don't see this option? Ask an admin user with the Security Permission to enable this. They can do so from the **System Menu (gear) > Security Settings > Authorization > Allow other users to grant system access to DocBoss support**.