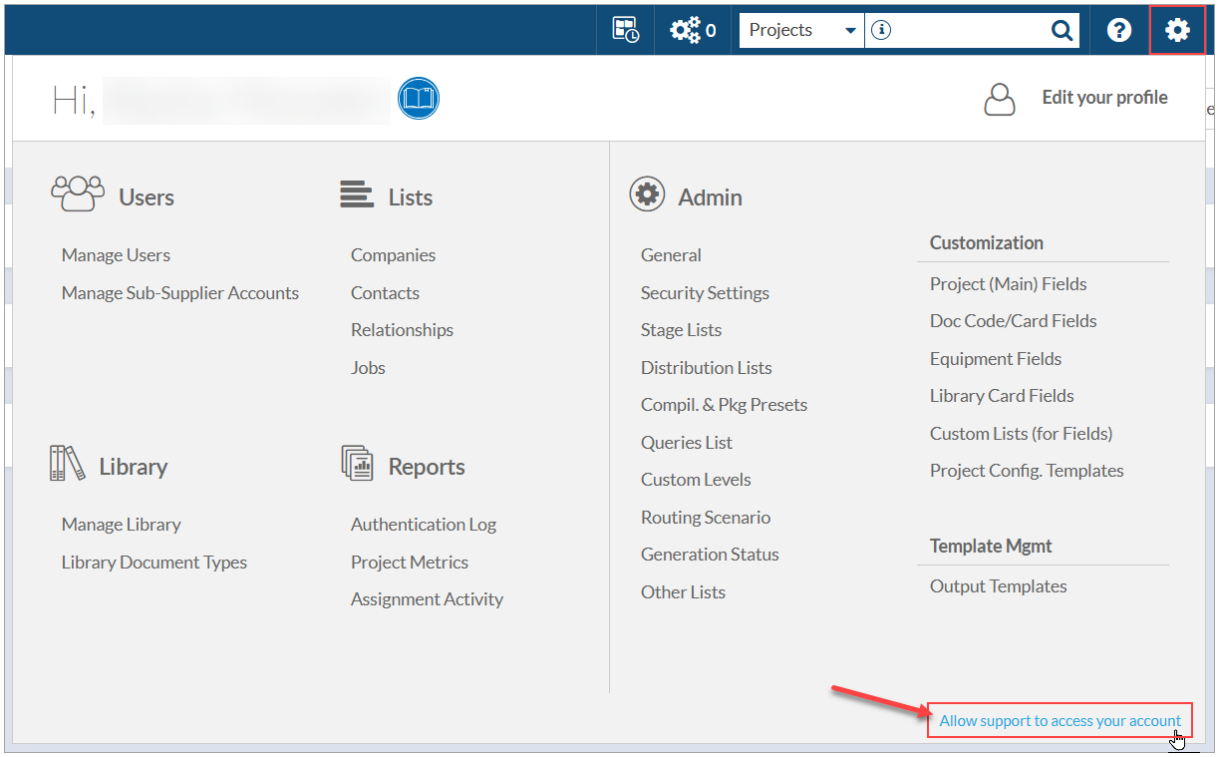
Enable Support Access

10/02/2025 8:28 am MDT

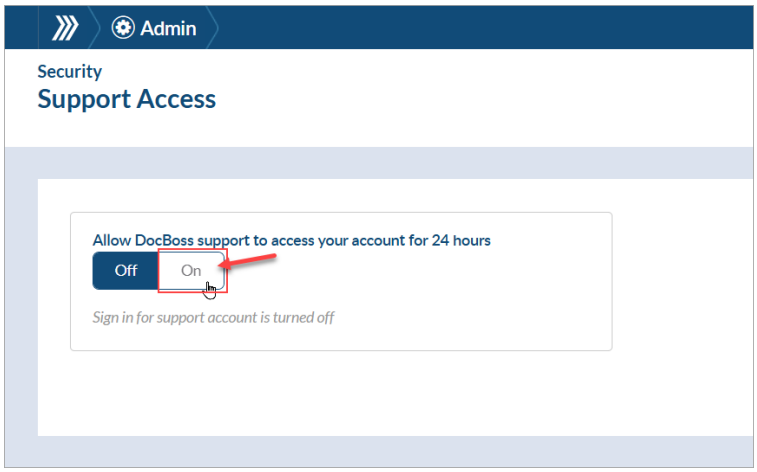
Users must grant permission for DocBoss Support to access their system. Access permission is granted for up to 24 hours at a time.

To enable support access:

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



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**.)



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.