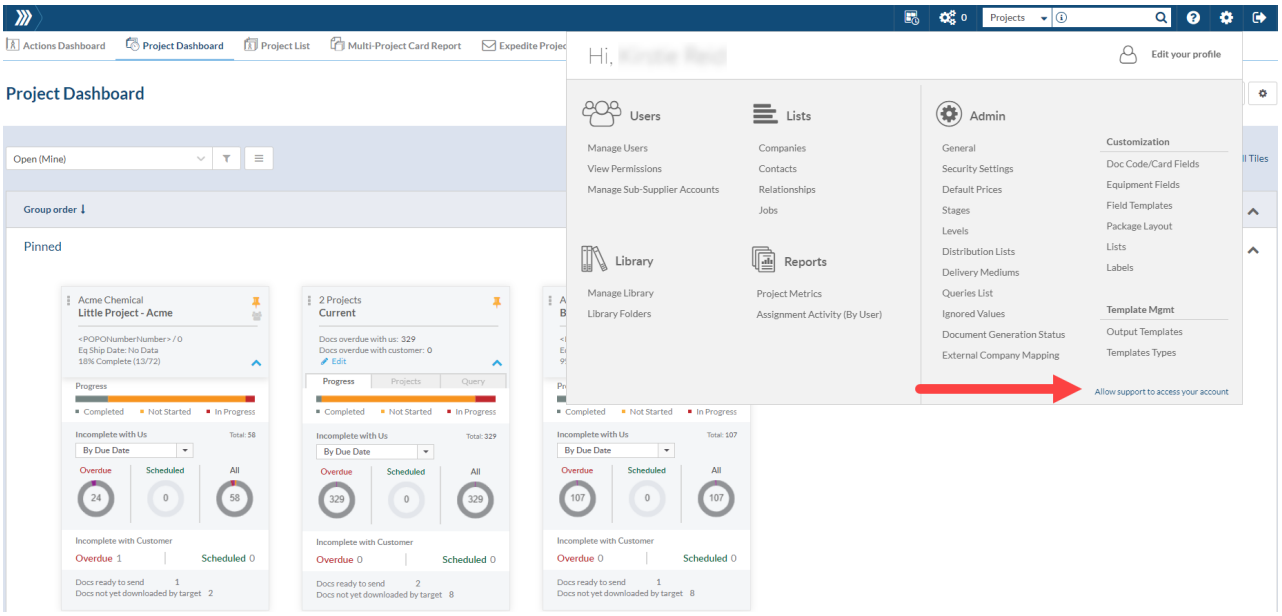
Enable Support Access to your Account

08/02/2024 11:13 am MDT

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

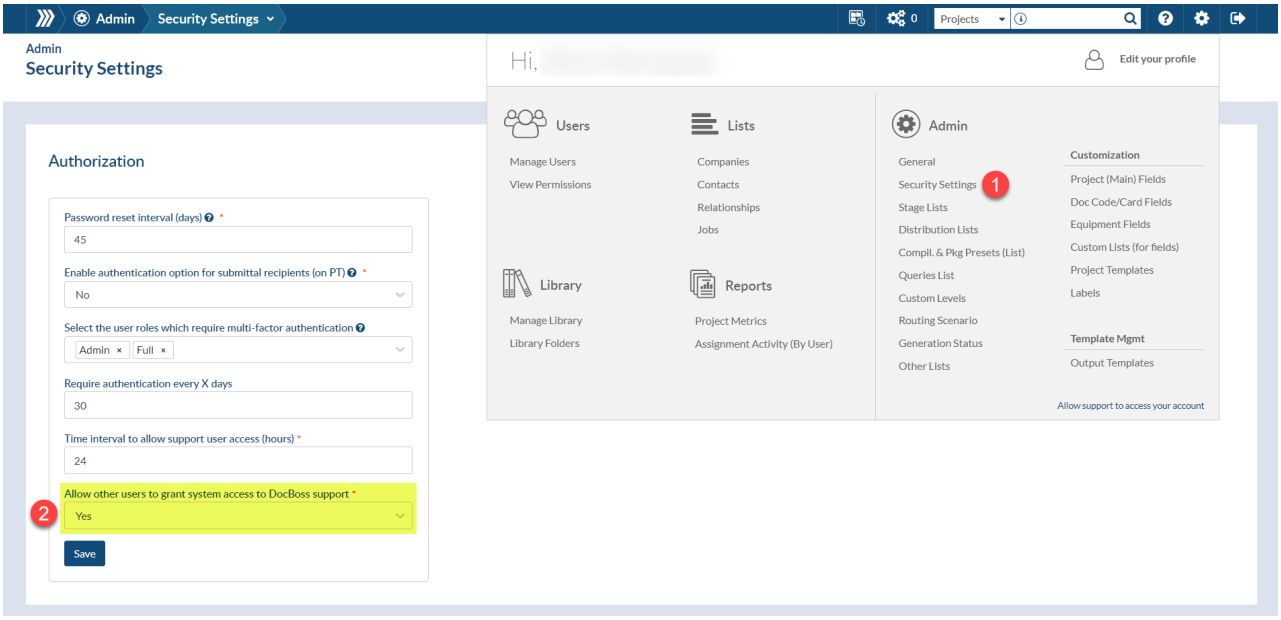
To enable support access, click the settings gear and select **Allow support to access your account**.



Under the option to **Allow DocBoss Support to access your account for 24 hours**, select **ON** to grant support access.

Access can be revoked at any time by selecting **OFF**.

If this option is not available, this is due to a security setting in the instance which, if enabled, only allows admin users who have the Security permission to grant support access. To change this, the admin user can navigate to **Security Settings** and enable **Allow other users to grant system access to DocBoss support**


Admin
Security Settings
0
Projects
Admin
Security Settings
Hi,
Edit your profile
Users
Manage Users
View Permissions
Lists
Companies
Contacts
Relationships
Jobs
Admin
General
Security Settings
Stage Lists
Distribution Lists
Compil. & Pkg Presets (List)
Queries List
Custom Levels
Routing Scenario
Generation Status
Other Lists
Customization
Project (Main) Fields
Doc Code/Card Fields
Equipment Fields
Custom Lists (for fields)
Project Templates
Labels
Template Mgmt
Output Templates
Allow support to access your account
Library
Manage Library
Library Folders
Reports
Project Metrics
Assignment Activity (By User)
Authorization
Password reset interval (days) *
45
Enable authentication option for submittal recipients (on PT) *
No
Select the user roles which require multi-factor authentication
Admin
Full
Require authentication every X days
30
Time interval to allow support user access (hours) *
24
Allow other users to grant system access to DocBoss support *
Yes
Save
1
2