

## Service Request Security

Service Requests can be secured to restrict access to specific Employees or Groups.

By selecting Display Service Request Security from the Actions dropdown menu, the current Service Request Security settings will be displayed. To add a security setting, select Add Employee or Add Group and select the security access to be assigned.

### New Service Request Security Record For William Hayden Employment Discrimination



Employee

View Access

Edit Access

Delete Access

This setting will only restrict access based on the security group that the employee or group already belong to.

Example:

Employee A is a member of Security Group 1 which has Edit Assigned Service Request Records and is assigned to the Service Request. Service Request Security can be configured to restrict access to this Service Request.

Employee B is a member of Security Group 2 which does not have Edit Any Service Request Records and is not assigned to the Service Request. Service Request Security can be configured, but cannot grant access to the Service Request as Service Request Security cannot override Security Group Permissions.