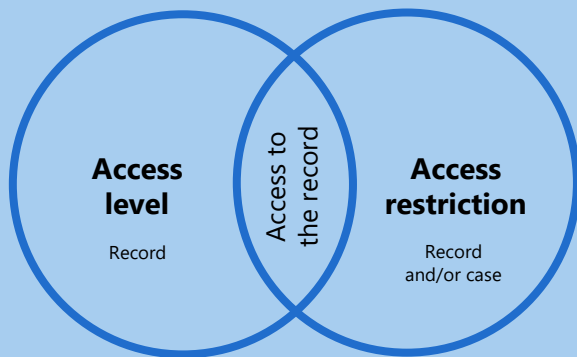


Access control

F2 offers various options for controlling access to records. Access to a record is determined by its access level and any access restrictions.

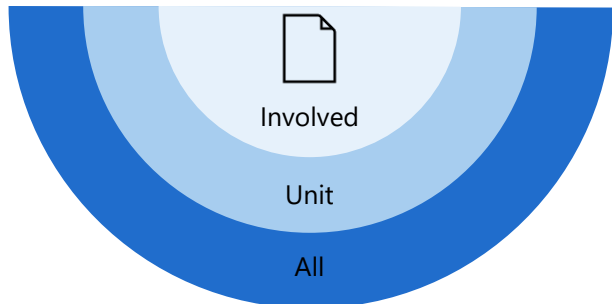
Access restrictions can be added directly to a record or to the record's case.



Access level

Three access levels exist: *Involved*, *Unit*, and *All*. Choose the access level in the *Access* field on the record.

Access:



Extending the access level

You can involve a colleague in a record by e.g. mailing or chatting them, or by adding them as a supplementary case manager.

Participants involved in the record retain their access if you extend the access level to your *Unit* or to *All*.

Access restriction

In the *Access restriction* field on a case, restrict access to the case and its records to selected users by adding relevant units, teams, or security groups. The added users must also be included in each record's access level.

Access restriction:

On the record, you can see any case access restrictions in the *Case access restricted to* field.

Case access restricted to:

Restricting access to specific records

You can restrict access to a specific record by adding users to the *Access restricted to* field on the record.

Access restricted to:

Please note: If a record is already on a case with restricted access, adding users to a record's *Access restricted to* field effectively widens access to the record.



Access information

When the record is in read-only mode, click on *Access information* in the *Access* field to see a list of users who have access.