

User Roles

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User Roles in Jackrabbit help us tailor communications to each User based on their role in the business, ensuring they receive the most relevant information related to their work, including product updates, training opportunities, in-app tooltips, temporary outages, and more.

Assign User Roles to a User ID

Assign the appropriate User Role(s) to each individual by following the steps below. This ensures they receive role-specific updates and communications relevant to their duties.

1. To manage User IDs, go to the **Gear** icon > **Settings** > **Users & Permissions**.
2. Select a **User ID** to open the User Details page.
3. Choose the **Role(s)** that best describe the User's job duties.
Note: Select all roles that match the User's duties. Choose **Other** only if none of the available roles apply. If a communication is sent to multiple roles, only one email will be sent.
4. Click **Save Changes** when finished.

It is best practice to require each User ID to have a unique email address. This is important not only for password resets, but also to ensure your Users receive important communication from Jackrabbit.
