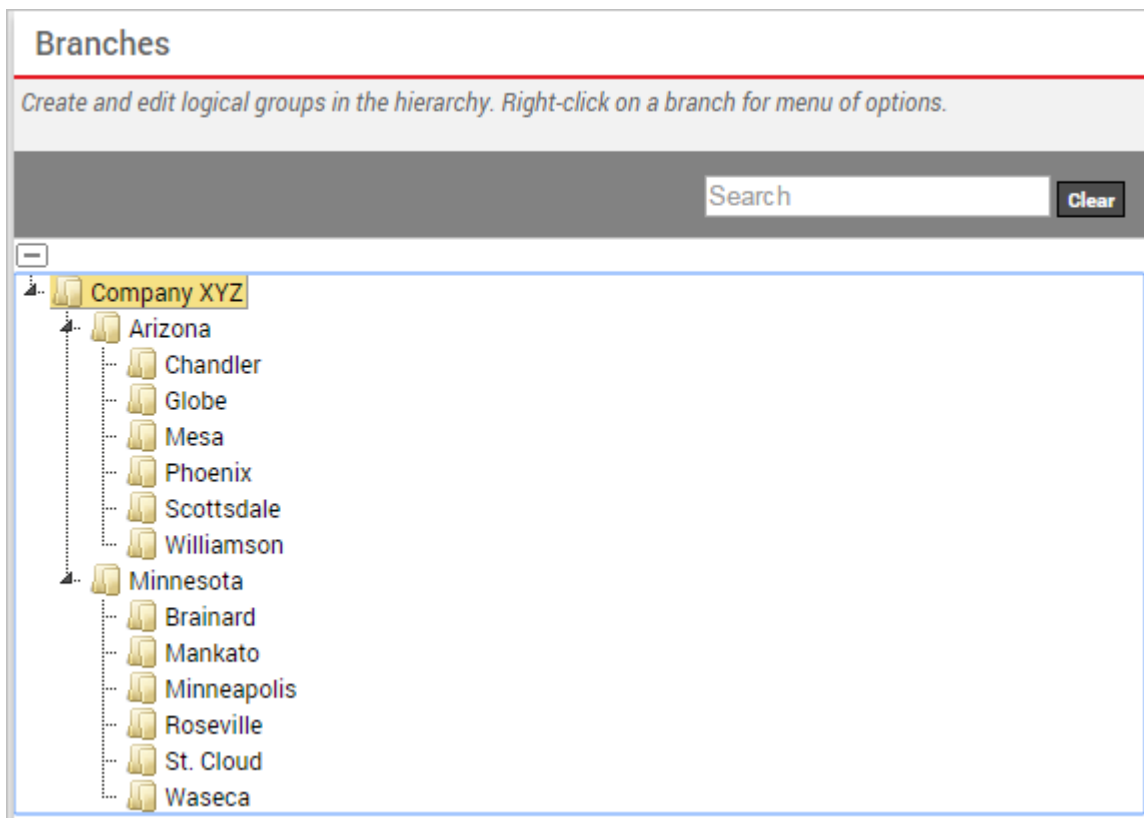


The administrator can give **admin access** to *other* users on the account. Specific to hierarchies, the **Hierarchy Admin** permission enables other users to create new hierarchies or edit individual hierarchies to which they've been given access via User Admin (see detailed steps below). Implementing a hierarchy structure with multiple department managers responsible for managing *their own* nodes of the hierarchy can make organizational administration and maintenance much easier.

## Hierarchy Admin

### ► To give a user admin access to manage hierarchies:

1. Set up or **import** the **structure of your hierarchy**.



1. From the portal, click the **Account** menu, click **Manage Users**, and click **Access permissions for individual users**.

The Manage User Permissions page opens in a new browser tab.

1. From the User Access List grid, locate the user you want to modify.
2. Select the check box for **Hierarchy Admin**.

🔍 User Permission List

View all users and manage what each user has access to. ☒ Tab Vertically

filter


Search Users:  \* for wildcard 

filter

Page: 1-25 / [26-50](#) / [51-75](#) / [76-100](#) / [101-125](#) / [126-150](#) / [151-161](#)

Show All 161: ☐

	Mapping	Landmarks	Reports	Alerts	Drivers	Maintenance	Messaging	Custom Metrics	Routes	Fuel Usage	Edit Speed Limits	Garmin Forms	Driver Admin	Vehicle Admin	User Admin	Hierarchy Admin	All Hierarchies	Show Deleted	All Users Landmarks
New Users*	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Admin	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>



**Tip!** The All Hierarchies permission allows the administrator to see all hierarchy trees for your account. This permission isn't typically given to other users because it allows them to edit the structure of the hierarchy itself, which may affect any reporting rollups at a higher level.

1. Open the **User Admin** page, and set **user access to hierarchy nodes** to determine which nodes the admin user can administer.

Hierarchy Nodes for: bgmyrek

Node Name:

Depth:  Types: ☒ Vehicles ☒ Drivers ☒ Users ☒ Landmarks

Add Node

Tree	Node	Depth	Types
Company XYZ	Arizona	ALL	<input checked="" type="checkbox"/> Vehicles <input checked="" type="checkbox"/> Drivers <input checked="" type="checkbox"/> Users <input checked="" type="checkbox"/> Landmarks

Child Nodes Derived

Company XYZ: Arizona, Phoenix, Scottsdale, Mesa, Chandler, Globe, Williamson

Users with the [All Hierarchies permission](#) will see all hierarchy trees. 

close

- A manager can be given more than one hierarchy node to view.
- If a user that a manager oversees has been given access to other hierarchy nodes that the manager has not been given, the manager cannot also see those vehicles.  
For example, imagine there are three users that Bryan is managing. They all have access to different vehicle groups with some overlap. In this case below, Bryan could manage all of these user profiles, but

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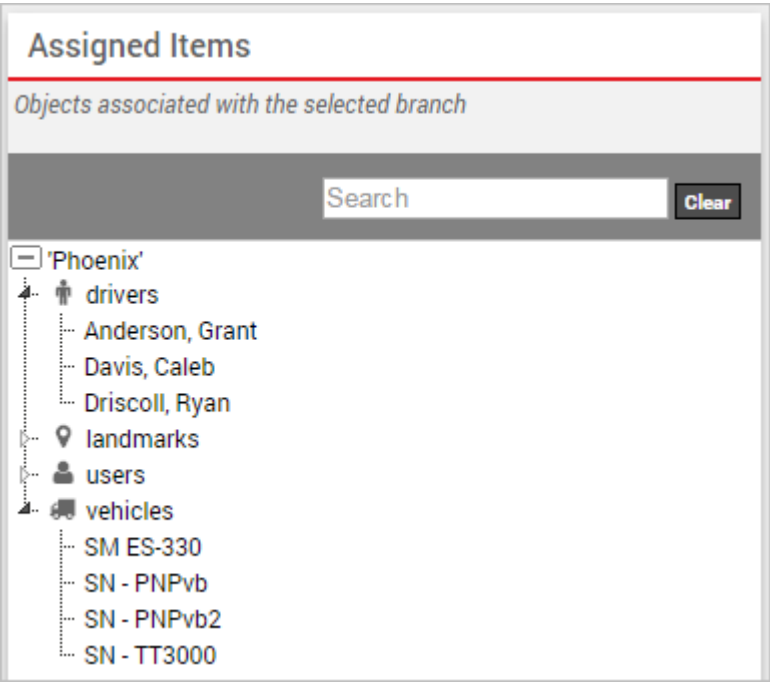
Page 2 of 9


he only sees Scottsdale vehicles that he’s assigned. In other words, even though Bryan manages Jake’s user profile, and Jake can see Mesa vehicles, Bryan does not have access to that data unless it is specifically assigned to him.

Here’s what Bryan can see:


User:	Bryan (Manager)	Paula	Jake	Al
Node:	Scottsdale	Scottsdale	Mesa	Scottsdale

1. **Add the data to the nodes** the admin user will control.





**Tip!** You can add data to hierarchy nodes using the [Hierarchy Management page](#), [Manage Vehicles](#) page, [Manage Drivers](#) page, or [spreadsheet upload](#). Drivers, Vehicles, and Users can only be assigned to one hierarchy node within each tree. They can be assigned to multiple hierarchy trees. A manager does not need to be assigned to the same hierarchy nodes that their users are assigned to.



**Note.** If you ever decide to give a user the All Hierarchies permission (typically reserved for the administrator only) and then later take it away, any individual hierarchy assignments that you previously applied to that user will be removed.

After Hierarchy admin access is granted, you can also give a user access to administer [Driver Admin](#), [Vehicle](#)

Admin, and User Admin.

User Permission List

View all users and manage what each user has access to. ☒ Tab Vertically 

filter

Search Users: bgm 

\* for wildcard

filter

	Mapping	Landmarks	Reports	Alerts	Maintenance	Messaging	Routes	Fuel Usage	Edit Speed Limits	Garmin Forms	Driver Admin	Vehicle Admin	User Admin	Hierarchy Admin	Show Deleted	All Users Landmarks	All Hierarchies	Custom Metrics
New Users*	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
bgmyrek	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

GPS INSIGHT

Mapping Reports More Account

Dashboard

[System] 2 wide L

Save

Save As

Delete

Set as default

Manage Dashboards

Dashlets

New Dashlet Groups: A

All Users

Alerts

Alerts

Diagnostic Alerts

Recent Alerts

Service Reminders

Dispatch

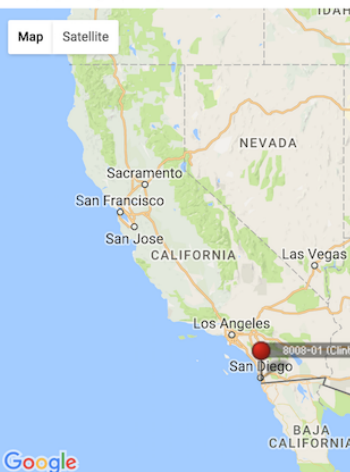
Closest To

Closest To Vehicle

DVIR

Map [Geographic]

Map Satellite



Admin

Password

Manage Users

Manage Drivers

Manage Vehicles

Manage Hierarchy

Manage Routes

Reports

Alert History

Drivers List

User Activity

Vehicles List

Vehicle Registrations

Scheduled

Manage Alerts

Manage Scheduled Reports

Manage Vehicle Maintenance

Manage Webhooks

Manage Users

Manage users and assign vehicle group access.

Open

Additional Options

- Update contact info for vehicle alerts
- Update/Export items using a spreadsheet
- Permissions for individual users
- Menu-Access for individual users
- Third-party access to API V2 functions
- Test API V2 functions
- Update training results
- Authentication for email and SMS queries
- Describe with attributes

Keep in mind, even if a user has access to these admin features, the data the user can see within these interfaces is limited the hierarchy nodes the user has been assigned. You may have already done that all at once (above steps), or you may decide to manage that access for each feature as you get to it (see below).

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Manage Users and Groups
Users
Drivers
Vehicles
Hie

User List

All active users on your account. **WARNING:** Changes are not synchronized to Classic View.

Username	First	Last Name	Time	Email	Vehicles	Hierarchy	Drivers	
alleged	Alexander	Anderson	10/10/2016	alexander.anderson@responsiblefleet.com	0 grp	ALL	0 grp	
alleged	Alexander	Anderson	10/10/2016	alexander.anderson@responsiblefleet.com	0 grp	ALL	0 grp	
alleged	10/10/2016	10/10/2016	10/10/2016	10/10/2016	0 grp	0 node	0 grp	
alleged	10/10/2016	10/10/2016	10/10/2016	10/10/2016	1 grp	0 node	3 grp	
alleged	10/10/2016	10/10/2016	10/10/2016	10/10/2016	0 grp	0 node	0 grp	
alleged	10/10/2016	10/10/2016	10/10/2016	10/10/2016	1 grp	ALL	0 grp	
alleged	10/10/2016	10/10/2016	10/10/2016	10/10/2016	0 grp	0 node	0 grp	
alleged	10/10/2016	10/10/2016	10/10/2016	10/10/2016	0 grp	0 node	0 grp	
alleged	10/10/2016	10/10/2016	10/10/2016	10/10/2016	1 grp	ALL	0 grp	
alleged	10/10/2016	10/10/2016	10/10/2016	10/10/2016	0 grp	ALL	0 grp	
alleged	10/10/2016	10/10/2016	10/10/2016	10/10/2016	1 grp	7 node	3 grp	

Create New: [User](#)
Download: [Excel](#), [CSV](#)

Vehicle Group List

Vehicle groups give access to vehicles.

Search:  \* for wildcard [filter](#)

Create New: [Vehicle Group](#)
Download: [Excel](#), [CSV](#)

Driver Group List

Create New: [Driver Group](#)

Hierarchy Membership

Search:  \* for wildcard [filter](#)

-Arizona	11 users	
-Chandler	0 users	
-Globe	0 users	
-Mesa	0 users	
-Phoenix	0 users	
-Scottsdale	0 users	
-Williamson	0 users	

## Vehicle Admin

### ► To give a user admin access to manage vehicles:

1. Add **vehicles** to the portal.
2. Grant permission for the user to be a **Vehicle Admin**.
3. Open the **User Admin** page, and set **user access to hierarchy nodes** to determine which nodes the admin user can administer.
4. Add the **vehicles to the nodes** the admin user will control.



**Tip!** You can add vehicle data to hierarchy nodes using the [Hierarchy Management page](#), [Manage Vehicles](#) page, or [spreadsheet upload](#). Vehicles can only be assigned to one hierarchy node within



each tree. They can be assigned to multiple hierarchy trees. A manager does not need to be assigned to the same hierarchy nodes that their users are assigned to.

## Driver Admin

### ► To give a user admin access to manage drivers:

1. **Add drivers** to the portal.
2. Grant permission for the user to be a **Driver Admin**.
3. Open the **User Admin** page, and set **user access to hierarchy nodes** to determine which nodes the admin user can administer.
4. **Add the drivers to the nodes** the admin user will control.



**Tip!** You can add driver data to hierarchy nodes using the **Manage Drivers** page or **spreadsheet upload**. Drivers can only be assigned to one hierarchy node within each tree. They can be assigned to multiple hierarchy trees. A manager does not need to be assigned to the same hierarchy nodes that their users are assigned to.

## UserAdmin

### ► To give a user admin access to manage users:

1. **Add users** to the portal.
2. Grant permission for the user to be a **User Admin**.
3. Open the **User Admin** page, and set **user access to hierarchy nodes** to determine which nodes the admin user can administer.
4. **Add the users to the nodes** the admin user will control.



**Tip!** You can add user data to hierarchy nodes using the **Manage Users** page or **spreadsheet upload**. Users can only be assigned to one hierarchy node within each tree. They can be assigned to multiple hierarchy trees. A manager does not need to be assigned to the same hierarchy nodes that their users are assigned to.

## Summary

Gives access to the data within a hierarchy:

Link: <https://help.responsiblefleet.com/docs/about-hierarchies/giving-hierarchy-admin-access-to-users/> Last Updated: July 27th, 2016

### Hierarchy Nodes for: bgmyrek

Node Name: Adam

Depth: ALL

Types: ☒ Vehicles ☒ Drivers ☒ Users ☒ Landmarks

Add Node

Tree	Node	Depth	Types
Company XYZ	Arizona	ALL	<input checked="" type="checkbox"/> Vehicles <input checked="" type="checkbox"/> Drivers <input checked="" type="checkbox"/> Users <input checked="" type="checkbox"/> Landmarks

Child Nodes Derived

Company XYZ: Arizona, Phoenix, Scottsdale, Mesa, Chandler, Globe, Williamson

Users with the [All Hierarchies permission](#) will see all hierarchy trees. close

Group/Vehicle

ALL VEHICLES

Vehicle Groups

ALL VEHICLES

Delivery

Service

Hierarchies

-Arizona

--Globe

--Mesa

--Phoenix

--Scottsdale

--Williamson

Custom Hierarchy Groups

CREATE NEW CUSTOM SELECT

Gives access to the interfaces within the portal that allow a user to add/edit/remove those vehicles, drivers, and users:

User Permission List

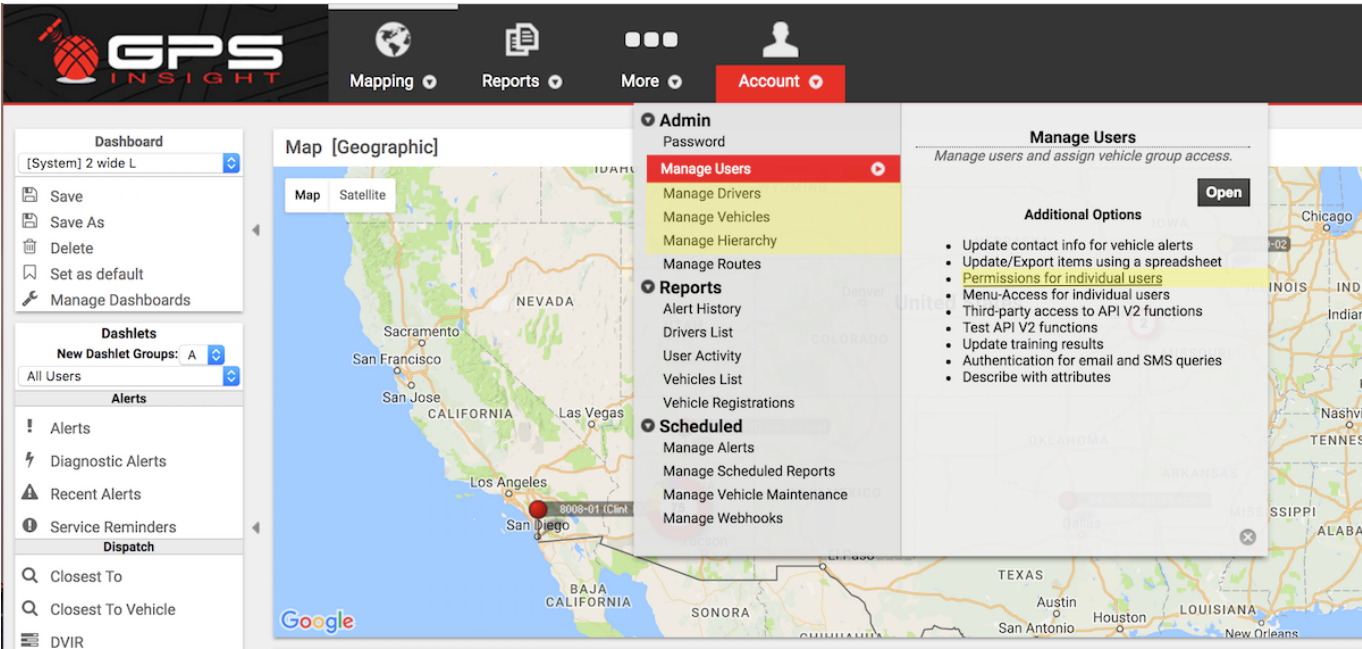
View all users and manage what each user has access to. ☒ Tab Vertically filter

Search Users: bgm \* for wildcard filter

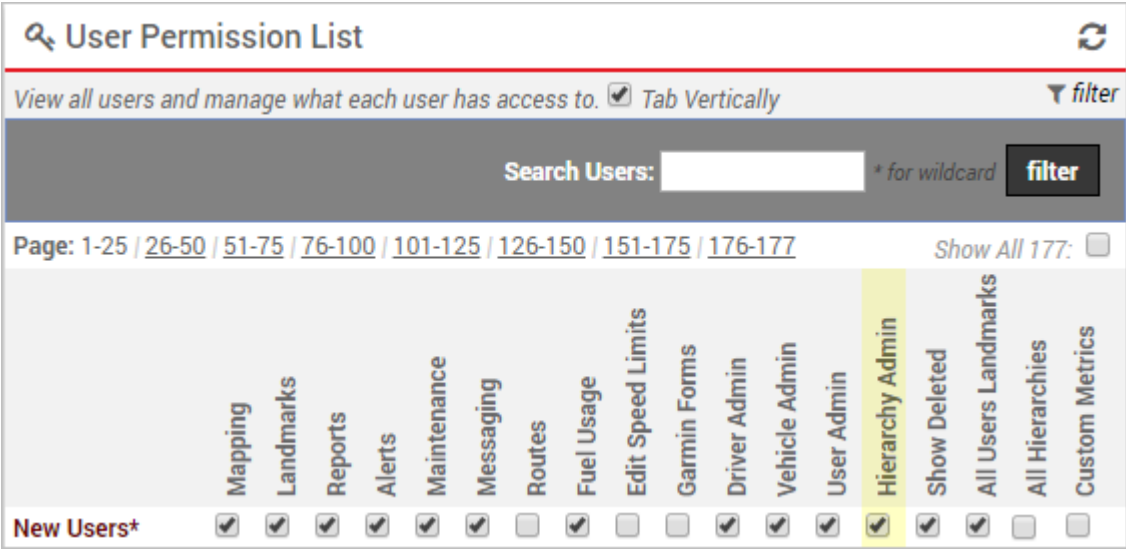
	Mapping	Landmarks	Reports	Alerts	Maintenance	Messaging	Routes	Fuel Usage	Edit Speed Limits	Garmin Forms	Driver Admin	Vehicle Admin	User Admin	Hierarchy Admin	Show Deleted	All Users Landmarks	All Hierarchies	Custom Metrics
New Users*	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
bgmyrek	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Link: <https://help.responsiblefleet.com/docs/about-hierarchies/giving-hierarchy-admin-access-to-users/> Last Updated: July 27th, 2016



Gives access to administer the structure of the hierarchy itself. In other words, if an admin user adds a new employee to his team, he has the ability to assign the new user to a hierarchy node within his branch:





### Hierarchies

Select the hierarchy you wish to edit

Arizona

### Item Types

Mark which type(s) of items to show in the Branches and Assigned/Unassigned Items below

☒ Drivers ☒ Landmarks ☒ Users ☒ Vehicles

☒ Show all

#### Branches

Create and edit logical groups in the hierarchy.

Search

[-]

Arizona

(11)

Chandler

Globe

Mesa

Phoenix

Scottsdale

Williamson

#### Assigned Items

Objects associated with the selected branch

Search

[-]

drivers

landmarks

users

vehicles

#### Unassigned Items

Objects that are not associated

Search

[-]

drivers

landmarks

users

vehicles

## Notes:

- If a user admin (manager) now uses the User Admin interface to create a new user, he must immediately assign that user to a hierarchy node that he has access to, or else the user admin will not be able to see that user and would have to ask the primary Admin to add this user back to the appropriate hierarchy node.
- If a user admin (manager) deletes a user, driver, or vehicle, it will be deleted permanently across the application including for all users and Account Admin.
- If a user admin (manager) unassigns a user, driver, or vehicle, that item temporarily goes into the unassigned area. If the user isn't assigned during the current session, the user admin will lose access to it after logout.
- If a user admin (manager) deletes a branch within a hierarchy (if he has Hierarchy Admin rights), any assigned items will become unassigned. This might be one reason you should use caution when giving Hierarchy Admin permissions to managers because they can add, edit, and delete the nodes they have access to, which affects the hierarchy tree system-wide.