

Assigning roles

Some people at a property need extra permissions to be able to do their work in the ButterflyMX OS or Front Desk Station. Usually, they're property staff members or select tenants who manage other tenants' access, such as business office managers. The role or roles assigned to a person determine the ButterflyMX apps they can use and which actions they can take in the apps. Only property admins and community admins can change other people's roles.

Available roles

By default, people are added as tenants and can use the ButterflyMX mobile app. They can also have these additional roles:

Property admin

In the ButterflyMX OS, these staff members can manage all property access and app permissions. Each property must have at least one but no more than two users with this role.

Community admin

In the ButterflyMX OS, these staff members can manage property access and app permissions for people (staff and tenants) with more restrictive roles at the property.

Unit admin

In the ButterflyMX OS, these staff members manage which tenants belong to their specified unit, typically in commercial buildings with office admins.

Front desk attendant

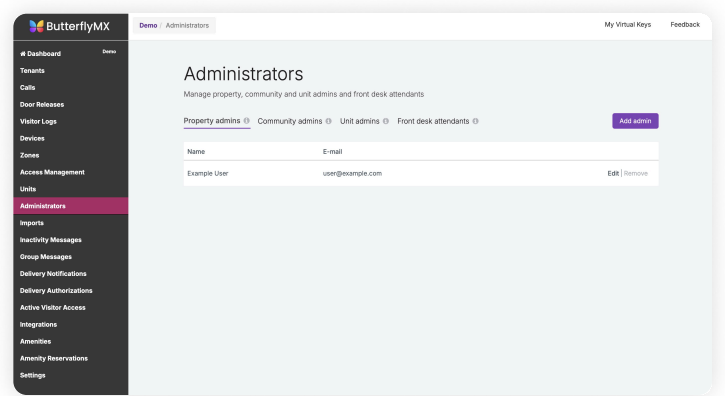
In the Front Desk Station app, these staff members manage visitor access and communicate with tenants.

Adding admins

Ensure the person belongs to your building; if they don't, you'll need to add them first. To add them, go to the "Tenants" section in the ButterflyMX OS, choose "Add tenant," and complete the form. If there is no unit actually occupied by property staff, they're typically assigned a placeholder unit such as "00 (Staff)."

When the person belongs to your property, you're ready to assign a role.

1. In the "Administrators" section, choose the "New admin" button.
2. On the next screen, make sure the "Admin type" field shows the role you want to assign.
3. In the "User" menu, choose the person for the role. You can type all or part of their name to quickly filter the list.
4. If you are assigning a "Unit admin" role, you must also select one or more units for this person to manage.
5. When you're done, use the "Save" button at the bottom. You'll see confirmation at the top of the page that the new role was added.



Removing admins

Go to the tab for the role you want to remove. Find the person and use the "Remove" link after their name.