



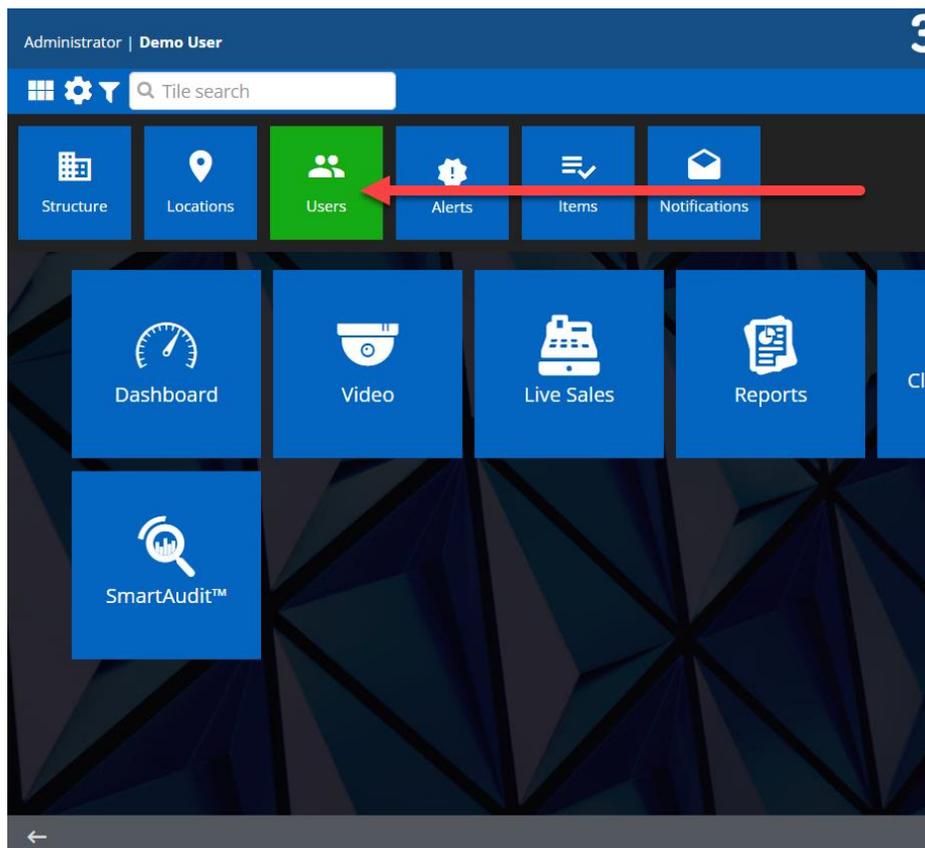
Guide to External Account User Roles in 360iQ

To edit or assign user roles to external user accounts in 360iQ, first log into the platform at <https://app.go360iq.com>. You should see either the **Home** screen or your **Dashboard**.

From either page, click the **Settings** gear at the top left of your screen, then click the **Users** tile.

Note: Only users assigned the role of **Administrator** can create or edit users.

For more information, check out our guide on creating a new user account.



You will then be redirected to the **Users Management** dashboard.

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Types of External User Roles

The following roles are available to external 360iQ users:

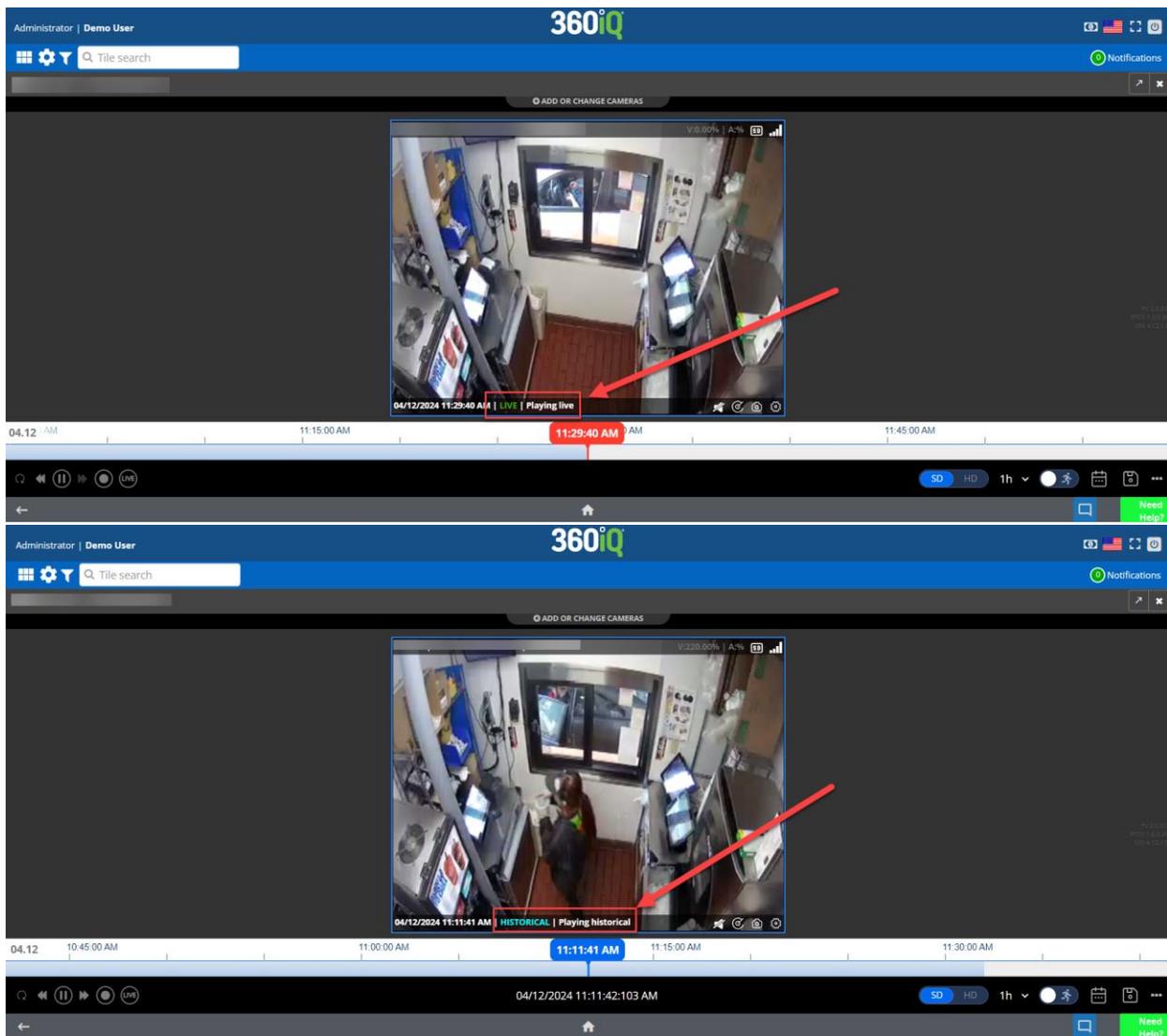
1. Video User Accounts
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1. Video User Accounts

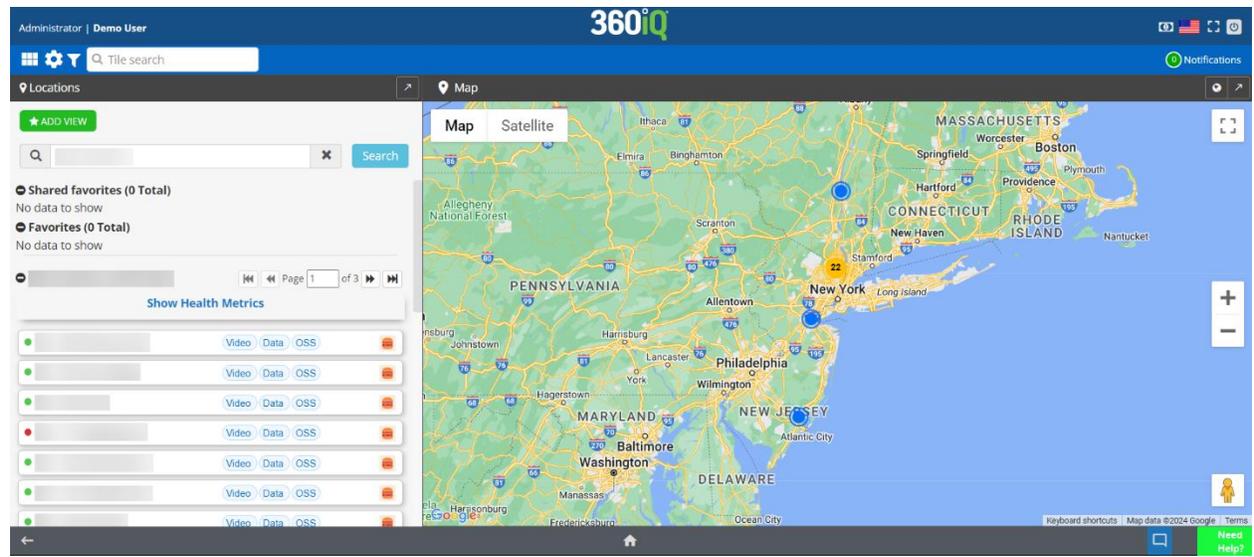
Note: If you want your user to access video analytics, select **Video User-VA** for their role type.

A **Video User Account** has the following permissions:

- **Live and historical video on web and mobile devices** – Users can access in-progress footage, as well as past recordings. Live video will have a **LIVE** text indicator in the middle of the screen, whereas historical video will have the word **HISTORICAL** appearing in the same place.



- **Single or multiple locations** – Users can select one location or multiple locations to view video of. Administrators can choose which locations a user can access.

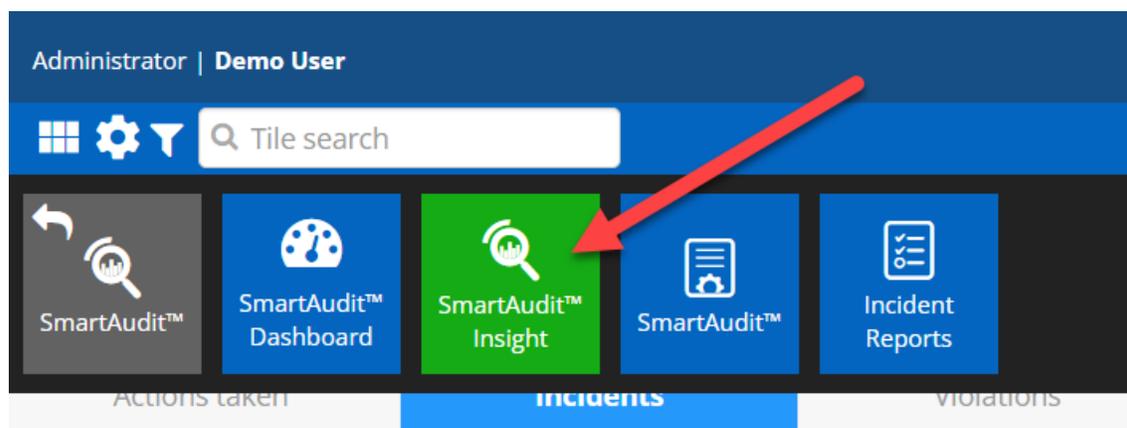


2. Video and Audit User

Note: If you want your user to access video analytics, choose **Video and Audit User-VA** as their role type.

A **Video and Audit User Account** has the following permissions:

- **SmartAudit™ Insight** – Users can access the **SmartAudit Insight™** dashboard. To explore SmartAudit™ Insight, click the **Quick Bar** icon in the top right corner of the screen, then **SmartAudit™**, then **SmartAudit™ Insight**.



You will be taken to the **SmartAudit™ Insight** dashboard, which offers a more comprehensive view of your location insights and analytics.

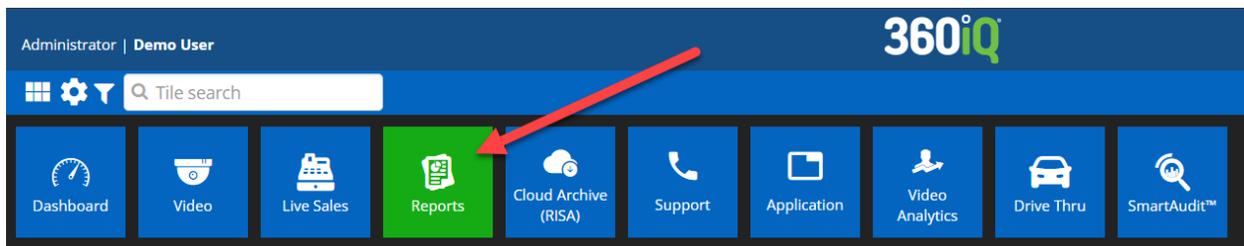


3. Manager User Accounts

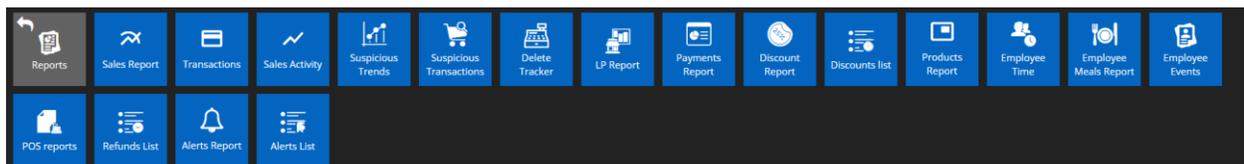
Note: If you want your user to access video analytics, choose **Manager-VA** as their role type. Data access for this role depends on subscription level and POS support.

A **Manager User Account** has the following permissions:

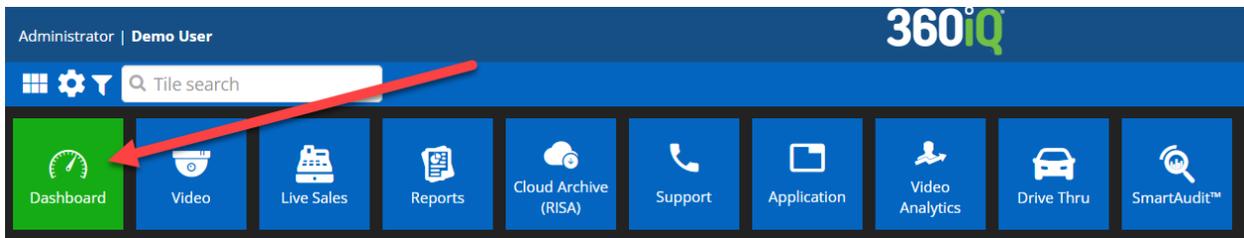
- **360iQ Reports/Custom Reports** – Users can access the **Reports** tile. To view Reports, click the **Quick Bar** icon in the top right corner of the screen, then click **Reports**.



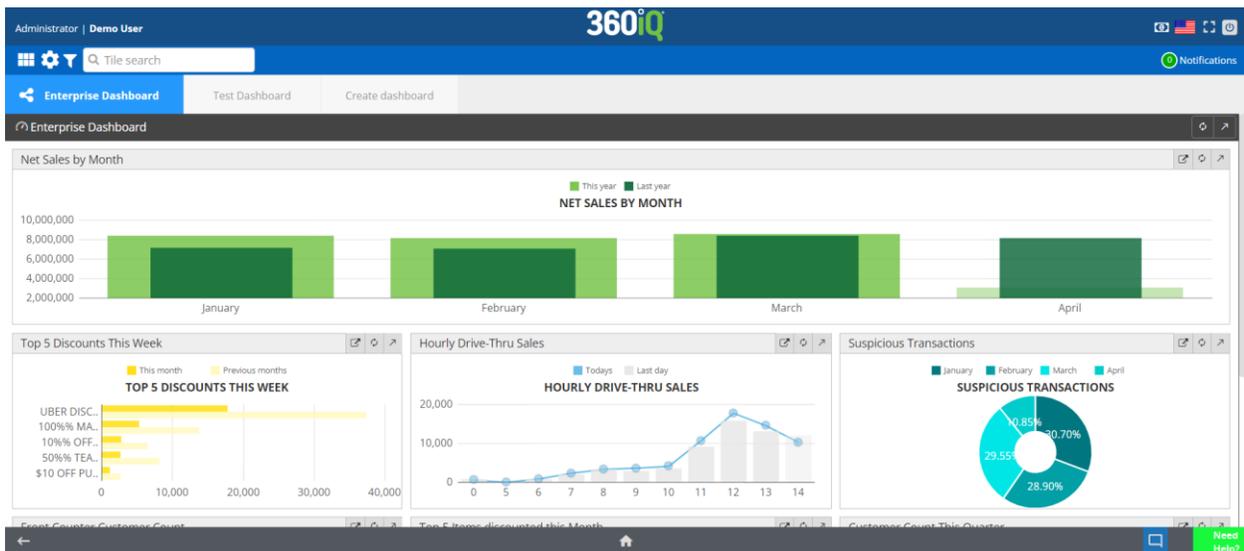
Within **Reports**, you will see options for several types of reports, including a **Sales Report**, **Discount Report**, and **Employee Time**, to name a few. Clicking on any of these specific report type tiles takes you to that respective dashboard.



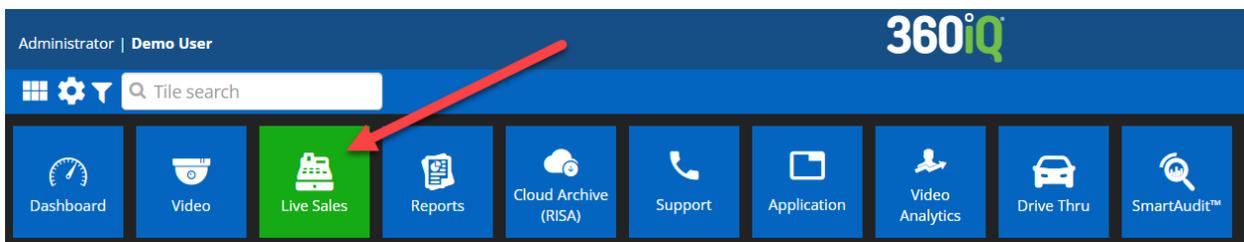
- **Dashboard** – This type of user can access the **Dashboard** tile. You can visit the **Dashboard** at any tile by clicking the **Quick Bar** icon in the top right corner of your screen, then click the **Dashboard** tile.



The three tabs at the top of the Dashboard show options for the Enterprise Dashboard and any custom dashboards created/enabled for the user. On each dashboard, you will see important data such as **Net Sales by Month**, **Top 5 Discounts This Week**, **Hourly Drive-Thru Sales**, and more.



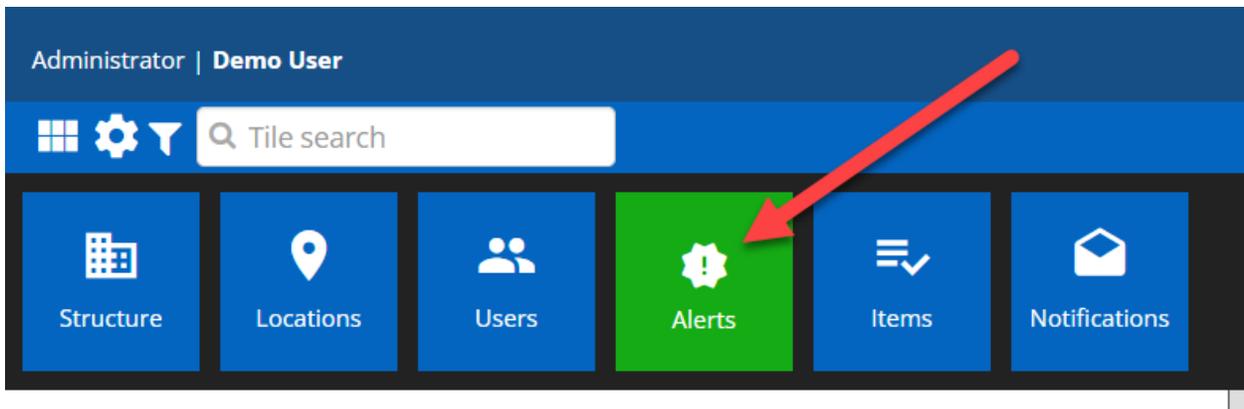
- **Live Sales** – Additionally, users with this role can access the **Live Sales** tile. To view **Live Sales**, click the **Quick Bar** icon at the top right corner of the screen, then click **Live Sales**.



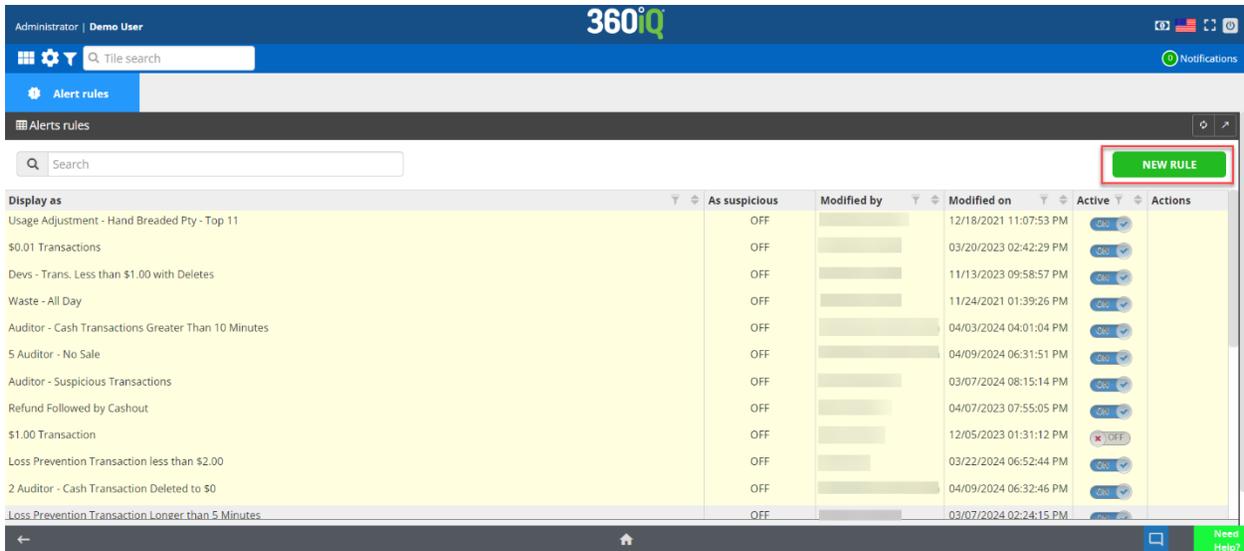
In the **Live Sales** overview, you will see **Enterprise Sales (Net and Gross)**, along with a breakdown of sales by location.



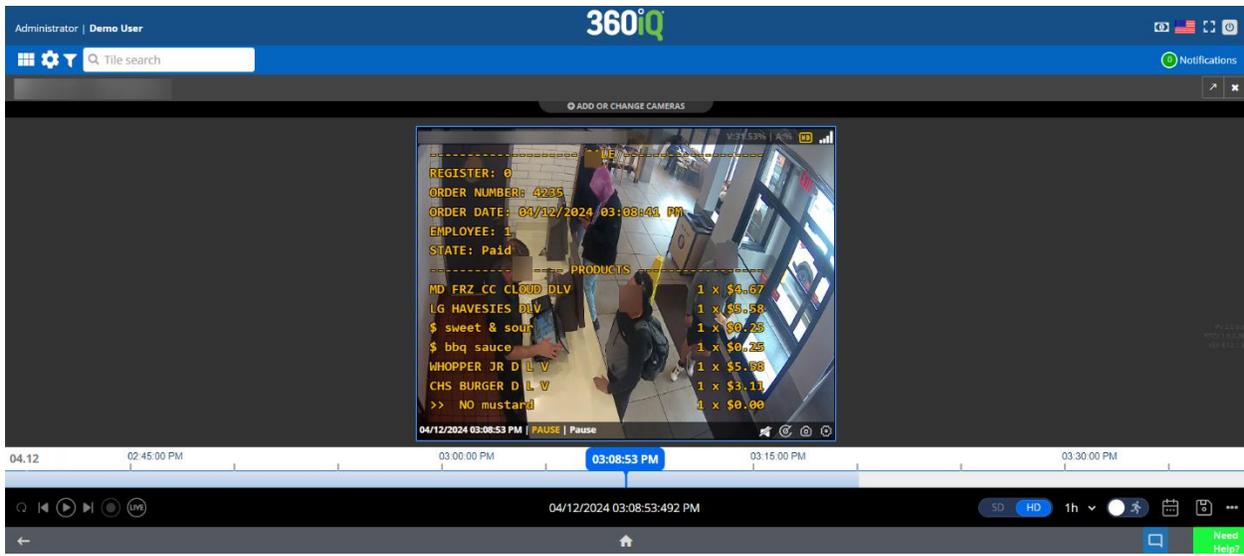
- **Alerts** – Users at this level can also access the **Alerts** tile. To view **Alerts**, click the **Settings** icon in the top right corner of the screen, then click **Alerts**.



In **Alerts**, you can see all **Alert rules**, along with their **Display as**, **As suspicious**, **Modified By**, **Modified On**, **Active**, and **Actions** information. You can also click the green **NEW RULE** button to create a new rule.



- **Text Overlay** – Lastly, users at this level can access the **Text Overlay** in video footage, which shows transactions in real time as they appear on the receipt.



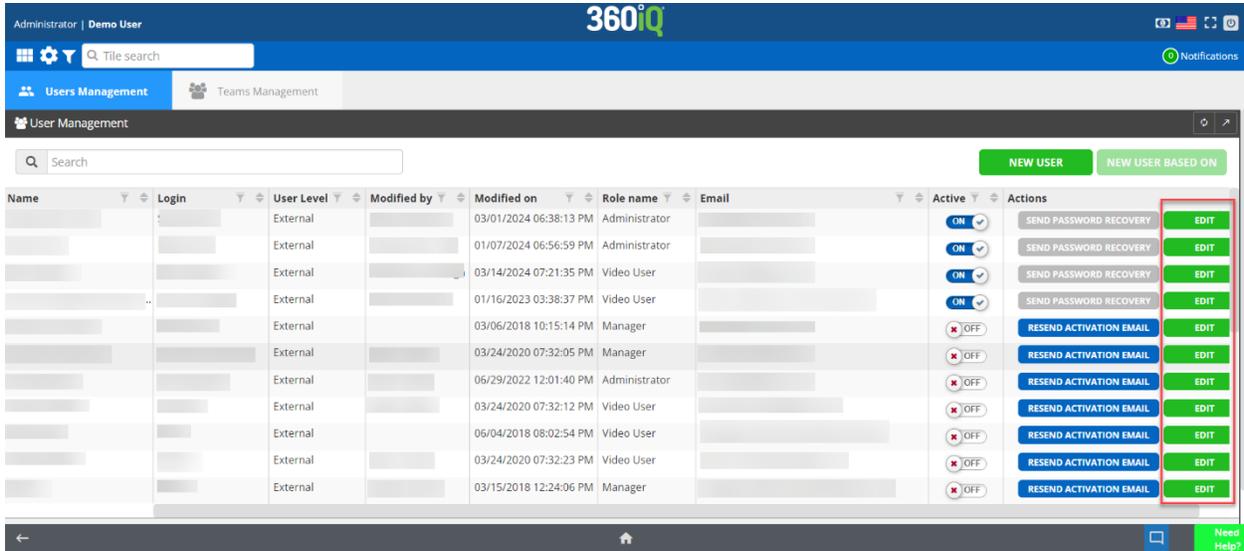
4. Administrator User Accounts

Note: If you want your user to access video analytics, choose **Administrator-VA** as their role type.

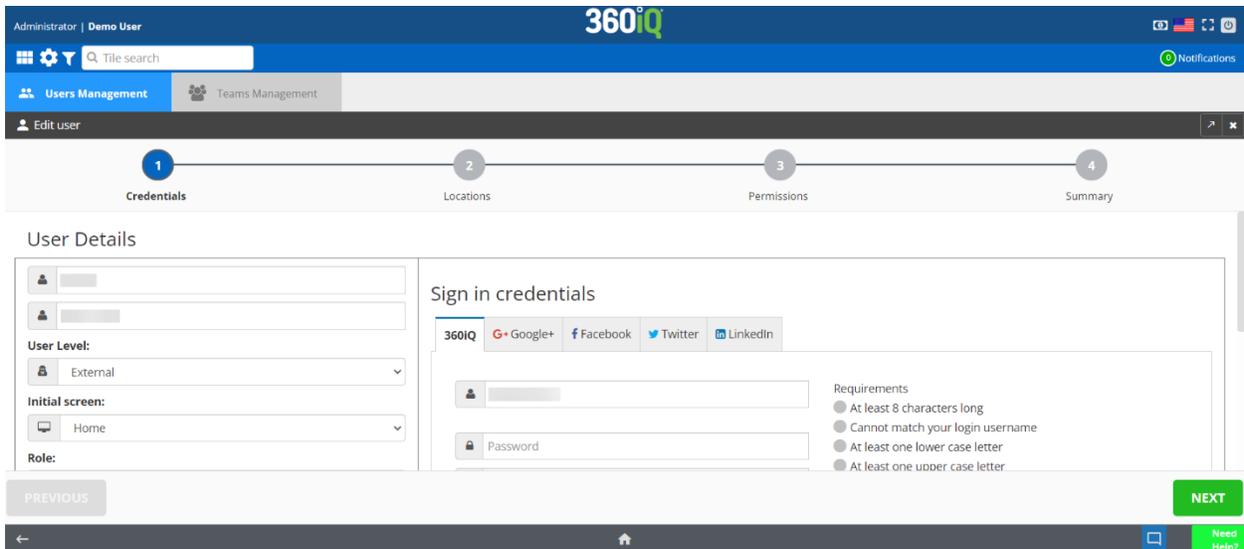
An **Administrator User Account** has the following permissions:

- **User Creation/Editing** – Any user at this level can access all user creation and editing settings. This includes creating new users, editing role types and permissions, and enabling/disabling locations for certain members of your organization. Once you have navigated to the **Users** section, you will be able to

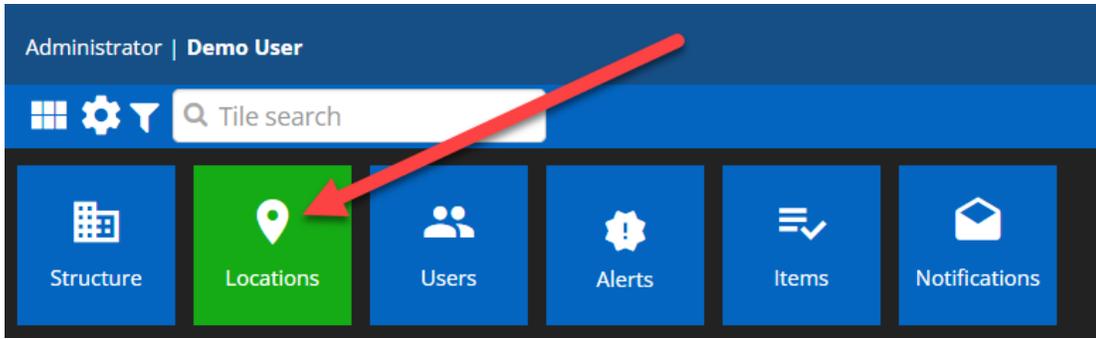
tweak user settings. Click the green **EDIT** button to the far right of the **User Management** dashboard to change a user's existing settings.



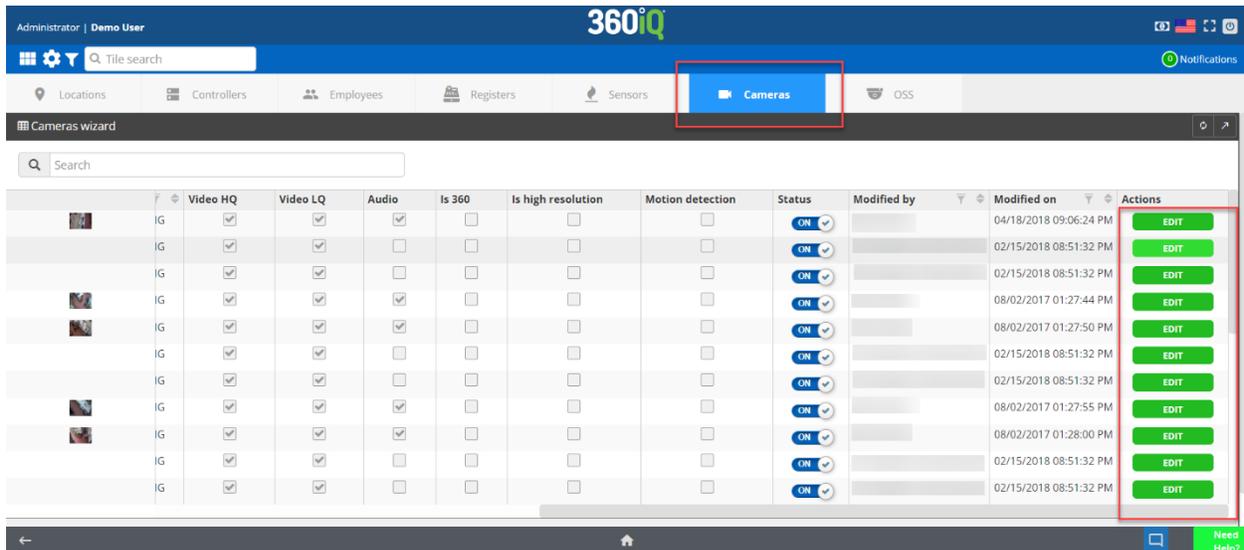
Once you click **Edit**, you will be redirected to the **Edit user** section. Here, you can alter **User Details**, **Sign in credentials**, **Role**, and more.



- **Camera: Naming/Association** – Users with an **Administrator** role also have access to the **Cameras wizard**. To find the **Cameras wizard**, click the Settings icon in the top right corner of your screen, then click the Locations tile. You will see several tabs at the top of the screen. Click the **Cameras** tab.



Once you are in the **Cameras** section, you can view all cameras and their names, locations, and model. You can also click the green **EDIT** button on the far-right side of the screen to edit these camera settings.



- **Register Naming/Association** – Users with this role type can also access the **Registers** section. As with the previous section, navigate to the **Locations** tile. Then, click the **Registers** tab to view the register information. To edit any register information, click the green **EDIT** button on the far-right side of the screen.

Location	Controller	Register	Number	Model	Revenue	Identification	Status	Modified by	Modified on	Actions
	East Brunswick	0	0	SICOM	COUNTER		ON	Damian Lamik	12/10/2019 03:51:50 PM	EDIT
	New Jersey	0	0	SICOM	COUNTER		ON	Damian Lamik	12/10/2019 03:47:37 PM	EDIT
	Rutherford	0	0	SICOM	COUNTER		ON	Damian Lamik	12/10/2019 03:48:36 PM	EDIT
	BK - 23596 (Bayonne)	0	0	SICOM	COUNTER		ON	Nicholas Argiro	01/11/2022 04:23:16 PM	EDIT
	BK - 2579 (Kearny)	0	0	SICOM	COUNTER		ON	Nicholas Argiro	12/12/2023 09:02:11 PM	EDIT
	3094	0	0	SICOM	COUNTER		ON	Damian Lamik	12/10/2019 03:57:51 PM	EDIT
	BK - 24263	0	0	SICOM	COUNTER		ON	Damian Lamik	12/10/2019 04:14:40 PM	EDIT
	BK - 25295	0	0	SICOM	COUNTER		ON	Adrian Bester	12/26/2019 07:42:29 AM	EDIT
	1523	0	0	SICOM	COUNTER		ON	Krystian Kus	01/25/2021 11:22:46 PM	EDIT
	TBD (1)	0	0	SICOM	COUNTER		ON	Krystian Kus	03/03/2021 11:43:29 PM	EDIT
	BK - 2951	0	0	SICOM	COUNTER		ON	Damian Matuszek	10/25/2023 12:23:51 PM	EDIT
	10940	0	0	SICOM	COUNTER		ON	Gregory Tomalski	07/30/2021 06:26:32 PM	EDIT

- Location Information** – Lastly, in the same section as the **Cameras** and **Registers** settings, users at this level can access the **Locations wizard**. Simply click the **Locations** tab, then you can view all pertinent information for a particular location.

Organizations	Location	Modified by	Modified on	Actions
			11/01/2023 07:51:22 PM	
			11/01/2023 07:51:32 PM	
			11/01/2023 07:51:43 PM	
			02/22/2024 11:10:59 AM	
			11/24/2023 10:41:07 PM	
			11/01/2023 07:52:15 PM	
			11/01/2023 07:52:26 PM	
			11/01/2023 07:52:36 PM	
			11/01/2023 07:52:46 PM	
			11/01/2023 07:52:55 PM	
			11/01/2023 07:53:05 PM	
			11/01/2023 07:53:14 PM	

For additional information or questions, please contact [DTiQ Support](mailto:support@dtiq.com) at support@dtiq.com or your [Customer Experience Manager](mailto:csr@dtiq.com) at csr@dtiq.com.



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