ROAMsupport User Roles (Client)

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Please see the table below for a list of ROAMsupport client user roles. This table provides the names and descriptions of the user roles provided in the new RS6 portal, as well as mapping information from legacy portals.

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	Client Admin	Client Support	Client Boarding	ClientReadOnly	Client TransMgmt	Client Back Office
Legacy platform characteristic	• IsoAdminUsers • AgentISOAdmin	• IsoAgentUsers • ClientSupportAgent	• IsoAdminUsers • ClientBoardingAgent	• New role	• New role	• New role
Description	• An account superuser • Has ability to board additional users within its organization • Access to full function of all other roles. • Access to ROAMmerchant from ROAMsupport.	• Ability to create and manage client profiles, merchants, and submerchants. • Access to ROAMmerchant from ROAMsupport.	• Primarily tasked with boarding merchant accounts • Ability to create and manage client profiles, merchants, and submerchants,	• View-only access to details within organizational hierarchy • No access to the transaction module	• View-only access to all details within an organization. Ability to manage transactions.	• Primarily tasked with boarding merchant accounts • Ability to create and manage client profiles, merchants, and submerchants. • Full access to transactions module

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Overview of features by roles

R/O – Read only

N/A – Not accessible

*Applicable to most fields, with exception for admin-only features.

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Features	Client Admin	Client Support	Client Boarding	Client Read Only	Client Transmgmt
Clients	Manage	R/O	R/O	R/O	R/O
Sub-client (New!)	Board, manage	R/O	R/O	R/O	R/O
Client Profiles (New!)	Board, manage	*Manage	R/O	R/O	R/O
Merchant/Submerchant	Manage, Can access ROAMmerchant from RS	*Manage, Can access ROAMmerchant from RS	*Manage	R/O	R/O
Transactions (post transaction actions and export reports)	Manage	N/A	Manage	N/A	Manage
Users (siblings & children)	Reset Password for any, Manage	R/O	*R/O	R/O	R/O
App Tokens	R/O	N/A	N/A	R/O	N/A

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