Ideas

ID	025337	**Submitted by**	-hidden-
Status	Future consideration		
Date of report	03-12-2018 09:20	**Last modified**	03-12-2018 09:20
SLA			

Short summary of idea*

Ability for Administrators to assume a different user's identity

Application/Area

General

Description

We have quite a complex implementation of Claromentis which involves a lot of permissions-based logic. From home pages, to menus, to extremely complex Infocapture forms...

Sometimes a user will report an issue but because we are Administrators we cannot see what they are seeing. This may mean we have to do a reset of that user's password just so we can log in as them, troubleshoot the issue, then log back in as ourselves, reset their password back to something simple, set the "User must change password on next login" option, then email the user to inform them what we've done.

Clearly this is not ideal....

We also use Salesforce in our organisation, and in that, as Administrators, I can go to a user's record and "Log In" as that user directly. This is more an impersonation of that user and no password is required... You simply "Log Out" when finished and you go straight back to your previous Administrator user. It's like a "session-within-a-session".

Could we maybe implement this type of functionality within Claromentis? I am sure we are not the only ones who would find this extremely useful.

Total Likes

3