Onboarding & Account Set-Up - Three

🧭 ONBOARDING & ACCOUNT SETUP

Understanding Business Admin Permissions & Role Limitations

As a Website Admin, it's important to know exactly what Business Admins can (and can't) do once they log in. Setting expectations clearly with your businesses will reduce confusion and support queries.

Here's a quick reference guide to the Business Admin role.

✅ What Business Admins *Can* Do

Once logged in, Business Admins can:

- View and manage **all business profiles** assigned to their account
- Edit their **Business Profile** (including contact details, images, maps, and opening hours)
- Submit new content (such as **events**, **offers**, or other entry types you've enabled)
- **Edit existing** submissions — but only if the submission is in **Draft**, **Rejected**, **Live**, or **Disabled** status
- Save drafts, preview changes, and submit for approval
- Upload and manage images, including adding **Alt Tags** for accessibility and SEO

❌ What Business Admins *Cannot* Do

To maintain editorial oversight and quality control, Business Admins cannot:

- Edit submissions that are in **Submitted** status (i.e. awaiting moderation)
- **Delete** their own submissions or drafts
- Access any area of the full DCMS
- Assign themselves to other businesses
- Edit content types or fields that haven't been enabled for their **membership tier** (if using Tiered Membership)

🔓 Permissions Are Controlled by You

As a Website Admin, you control:

- Which content types are visible to each Business Admin (via membership tiers)
- Whether a business uses **auto-approval** or standard moderation
- Which fields are editable — especially if you're using Tiered Membership to offer basic, mid, or premium access levels

📝*Tip: When replying to Business Admin queries, always ask which business and which entry they're working on — this helps you troubleshoot faster based on their assigned permissions.*