How to configure which cases can be read, and which can be edited

This documentation, including images, videos and text, is accurate as of Version 5.12 of Pascal.

We strive to keep our documentation up to date with each release to ensure it remains a reliable resource for our users. However, given the dynamic nature of our software development, there might be instances where changes introduced in subsequent versions are not immediately reflected in this documentation. We encourage users to refer to the latest release notes and to use the feedback mechanism for any discrepancies or requests for clarification.

Organisation owners and admins can adjust the read and edit rights of cases. This feature allows sensitive information to be concealed from users who should not have access. Moreover, it allows users to focus only on cases that are relevant to them. The chosen read and edit rights apply to all users within the organisation.

Possible configuration options

You can choose between multiple options which influence the edit and read rights of all users inside your organisation. Below all options are summarised.

- Organisation - A user can read or edit all cases in the organisation.
- Group - A user can read or edit cases within their group and their own cases. But not cases that are outside their group.
- Personal - A user can read or edit only their own cases.

Choosing Personal read or edit right limits everyone in your organisation from editing or reading a case, including editing the assignee. Only the assigned user can change the assignee, which can disrupt certain workflows when users are on leave.

Where to change the rights?

1 **Click on your intials in the top right corner.**

2 **Select Settings besides your Pascal environment's name.**

3 **Navigate to the Profile page in the Organisation section.**

4 **In the Security card, change the edit or read rights by clicking the field Edit rights or Read rights .**

5 **Select your preferred option and press Save.**

The available options for edit rights are depended on your read rights. If any of your preferred options are not visible please make sure that the read rights are correctly configured.