

Client Training HQ

Security Administrator User Role

The Security Administrator role is designed to permit a member of the organization to manage user profiles. To assign this role, contact Immigration Case Management (ICM) support for assistance.

Once activated, the Security Administrator has the ability to access all user profiles for the organization. Users with this role may add new users, adjust privileges, restrict access, and “retire” profiles. The role cannot access Firm administration controls (i.e., creating custom processes, modifying templates etc.) or any client data.

This role may potentially be helpful in those organizations where a strict separation of duties must be maintained and minimal access must be enforced.

Assigning Security Administrators

Security Administrators must be assigned within the ICM Firm Administration module. To assign a Security Administrator, follow these steps:

1. On the Firm Administration screen, click on the **Users** tab. A list of all users within the organization will populate.
2. Click on the name of the user that will be assigned the role.
3. In the **General** settings for the user, select **Yes** next to the **Security Administrator** setting.

Notes:

- A user cannot be an Administrator and Security Administrator at the same time.
- Multiple people may be Security Administrators, if needed; there is no limitation.
- System Administrators may still be created and retain access to the user settings for the organization.

Security Administrator Role Function

Enabling this role will not stop administrative users from accessing the **Users** tab within the ICM system. If an organization desires to have this type of configuration, navigate to the **General** tab of ICM Admin and select the **Yes** radio button for **Hide Users tab for non-security admin users**.

Once signed in, the Security Administrators will only be able to view the elements of the **Users** tab within ICM. They are not allowed access into any other functionalities of the system such as Foreign National/individual profiles, widgets, or messages.

Assigning this role does not in any way prevent administrative users from accessing the **Users** tab under **Administrative Settings**.

Security Administrators are responsible for the following actions for all users within the organization:

- Adding/Retiring/Deleting users
- Adding/Removing groups
- Adding/Removing users from groups
- Transferring inboxes between users
- Entering general user information
 - i.e. email address, billing information, addresses, phone numbers, etc.
- Resetting password and login information
- Inputting DOL E-filing credentials
- Assigning security privileges and calendar access/management

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