

Case Permissions

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Case permissions control who can see, create, and manage cases.

Setting Case Permissions

1. From the space, click **Manage Space > Permissions**.
2. In the dropdown menu, select **Case**.
3. Check or uncheck permissions.
4. Click **Save Changes**.

Case Permissions

Permission	Description
Create	Allow the user to create cases
View	Allow the user to view their cases
Edit	Allow the user to edit their cases
Delete	Allow the user to delete their cases
Upload Attachments	Allow the user to add files to their cases
Update Milestone	Allow the user to update case milestone
Update Status	Allow the user to update case statuses
Update Priority	Allow the user to update case priorities
Assign User	Allow the user to assign cases to users
Add Recipients	Allow the user to add recipients to cases
View All	Allow the user to view all cases
Update All	Allow the user to edit any cases
Delete All	Allow the user to delete any cases
Manage Permissions	Allow the user to edit permissions for this content type Note: Space administrators and site administrators can edit any permissions, whether they have this permission or not.

How to Set Up Private Case Submission

You can set case permissions so space members can only see the cases they submitted, and space administrators and moderators can see all cases. Private case submission protects user data and makes conversations available to relevant parties only.

1. From the space, click **Manage Space > Permissions**.

- In the dropdown menu, select **Case**.
- Check the **View** permission and uncheck the **View All** permission for the Member role.
- Check the **View** and **View All** permissions for the Administrator and Moderator roles.

Permissions

Choose a content type to set its permissions

Case

Role	Create	View	Edit	Delete	Upload Attachments	Update Status	Update Priority	Update Milestone	Assign User	Add Recipients	View All	Update All	Delete All
Member	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Guest	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Administrator	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Moderator	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

- Click **Save Changes**.