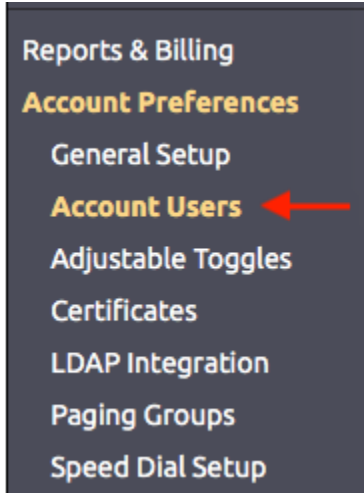


Changing a User's Access Level

NocTel requires that changes to user access levels (permission levels) for the NocTel control panel be made by a user within the account that has **account administrator** level access. For security reasons request from a user to modify a person's access level cannot be completed by NocTel support staff, and the user will be directed to contact their account administrator.

How to Change Access Level for a User:

1. Log in to the control panel.
2. Click on **Account Preferences > Account Users**.



3. Click on a user from the list of users provided.
4. Use the drop-down box for **Access Level** to make changes.
5. Click **Submit** to save the changes.

Access Levels:

- **Account Administrator:** Account Administrators can add or remove users, change user permissions, make changes to billing and legal information associated with this account, and make system-wide changes to phone system behavior.
- **Account Manager:** Account Managers can manage the settings of all numbers and extensions in the account, and can grant normal users access to individual extensions.
- **Normal User:** A normal user can only access voicemail and manage the personal settings of a particular extension (or extensions) that they have been granted access to.
- **Inactive:** No access to the account.

Related articles

- [Call Parking](#)
- [Provisioning and Setup of Grandstream HT801 or HT802 ATA](#)
- [Transferring a Call Directly to Voicemail](#)
- [Voicemail Setup](#)
- [Call Forwarding](#)