

# What user roles does Street Manager offer?

## Street Manager offers the following user roles (regardless of UI/API user type):

- Promoter
- HA
- Admin
- Dual (either Promoter & Admin access OR HA & Admin access)

All user accounts are created by the admin with either Promoter or HA roles. As of January 2020, dual roles functionality is now available which is where a user can be both Promoter and Admin OR HA and Admin at the same time.



### If you require promoter or HA access only

Request access from your organisation's admin user(s)



### If you have an existing account and require dual roles/it to be converted to admin

1. Make sure your account has been activated
2. Raise a support ticket requesting the specific access you would like



### If you do not have an account and require dual roles/admin access

1. State the specific role you require when requesting access to Street Manager via [register@manage-roadworks.service.gov.uk](mailto:register@manage-roadworks.service.gov.uk)

## Key considerations:

- Dual roles = promoter & admin access OR HA & admin access
- You can have as many admin users per organisation as you would like
- A dual role/admin user should have a single email address not a group email address (e.g. [Joe.Bloggs@organisation.co.uk](mailto:Joe.Bloggs@organisation.co.uk))
- Please ensure you have activated your account before raising a support ticket requesting access changes