

User Roles in Efforts To Outcomes (ETO)	
User Role	Permissions
Department Head	<p>All tasks as Staff and Program Manager, plus the following:</p> <ul style="list-style-type: none"> Edit/delete TouchPoints recorded by other staff (Program Enrollment TP can only be deleted by DH role) Add new entities (contracts/local programs) Add new participants directly to ETO per WIN 0081 (Unwilling to provide SSN - TAA/TRA Determinations for requests without job match accounts) Can run reports about data in the currently selected Office (must have access to the Office) Can perform Batch Upload - only used by TAA staff entering obligations for AFRS transactions
Program Manager: This role is designed for office Supervisors	<p>All tasks as Staff, plus the following:</p> <ul style="list-style-type: none"> Edit/delete certain TouchPoints recorded by other staff View/edit confidential Case Notes Can supervise staff work through ETO using multiple management features below the heading of "Program (Office) Administration" on the Navigation Bar Delete certain Touchpoints recorded by other Staff Can enter data for participants/entities Access to reports Can edit some fields in Program Enrollments, but cannot edit the Program enrollment value (Change the PE after it is saved)
Staff	<ul style="list-style-type: none"> Add new participants directly into ETO (following guidance in WIN 0120) Adds participants to Offices Records Touchpoints Provides staff-assisted services to participants by impersonating participant on the Labor Exchange Access to reports Add own TPs Edit own TPs View own TPs Delete some TPs (cannot delete Program Enrollments) View others' responses
Funder/Reports Only	View access only
Survey Taker	Process UI claimants Opt-out requests