

## ■ PHASE 2: User Authentication & Role-Based Access Control

### Purpose

This phase ensures that only authorized users can access specific parts of the system based on their responsibilities.

### Implementation

- Salesforce login system is used for authentication
- Profiles define what a user can see and modify
- Roles control data visibility and hierarchy

### Example Roles

- Admin: Full access to configuration, reports, and records
- Operational Staff: Limited access to create and update service records
- Supervisor: View and monitor routes and performance

### Benefits

- Prevents unauthorized access
- Protects sensitive operational data
- Improves accountability among users