**I can’t access what I need**

If you can’t access what you need, it is probably because you do not have the required “capability”. When users are required, they are given a “capability” level. Have your supervisor contact LIS to have your user ID upgraded to the capability you need.

There are four capability levels:

* “*Only as assigned”*  -- can see only assigned emails and assigned cases.and cannot download lists or send email.
* “*All non-email functions”*  -- can view any constituent record and download lists, but can only see emails as assigned and cannot send emails.
* *“All CRM functions”* – can perform any CRM function, including sending emails, but cannot create users or alter user capabilities.
* “*Create Users (LIS)”* can add or alter users, and can perform any CRM function but only has access to CRM data within the office in which it is created.

All users are created within an Office and can only see data within that office.