

**SHIP-Only Password-Protected Access:
User Roles Defined**

| Role Number | Role Name <i>(does not need to correspond to an actual title)</i> | Description of Expected User in this Role <i>(Role names and descriptions are loose guidelines. More important than the role name or description when making user role decisions is the level of access)</i> | SHIP-Only Menu Options VISIBLE | SHIP-Only Menu Options NOT Visible | User Management |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | SHIP Counselor in training | Counselors in training, but not yet certified | Counselor Training | Everything else: Features; Center Services; Resource Library; Medicare and Other Insurance; SHIP Operations; SHIP Directors Only | 1) Visitors my register for this role, then wait to be approved or denied by SHIP management; 2) OR, a new user with this role can be added by a SHIP Administrator or SHIP Director |
| 2 | SHIP Counselor | Certified Counselors | Features; Counselor Training; Medicare and Other Insurance | Center Services, **Resource Library; SHIP Operations; SHIP Directors Only | 1) Visitors my register for this role, then wait to be approved or denied by SHIP management; 2) OR, a new user with this role can be added by a SHIP Administrator or SHIP Director |
| 3 | SHIP Staff | SHIP staff with some responsibility for SHIP program management, volunteer management, and/or outreach tasks | Features; Counselor Training; Center Services; Resource Library; Medicare; SHIP Operations (minus the Program Management subcategory) | Program Management <i>(subcategory of SHIP Operations)</i> and SHIP Directors Only | 1) Visitors my register for this role, then wait to be approved or denied by SHIP management; 2) OR, a new user with this role can be added by a SHIP Administrator or SHIP Director |
| 4 | SHIP Administrator | Those SHIP staff who have been designated by their SHIP director as able to approve users and resources (for SHIP directors who want to delegate the task) | Features; Counselor Training; Center Services; Resource Library; Medicare and Other Insurance; SHIP Operations [Plus *Dashboard; *My Users] | SHIP Directors Only | 1) Visitors my register for this role, then wait to be approved or denied by a SHIP director; 2) OR, a new user with this role can be added by a SHIP Director |
| 5 | SHIP Director | SHIP Directors only | ALL: Features; Counselor Training; Center Services; Resource Library; Medicare and Other Insurance; SHIP Operations; SHIP Directors Only [Plus *Dashboard; *My Users] | No restrictions | SHIP Director accounts can only be created by the SHIP TA Center |
| * The Dashboard and My User menu items are for SHIP management purposes. Upon login, SHIP Administrator and SHIP Director users see pending account registrations on their dashboard. SHIP Counselor and SHIP Staff users see "Features" upon login. | | | | | |
| **The future Resource Library will be role based and searchable, with select content visible to the SHIP Counselor role | | | | | |