



# Superadmin Impersonation Guide

Multi-Level User Access Demonstration

## 1. Overview

CoreHR provides a hierarchical impersonation feature that allows superadmins to log in as any user in the system without knowing their password. This is essential for customer support, debugging, and demonstrating the platform's multi-tenant capabilities.

Impersonation Hierarchy

Superadmin → HR Consultant → Company Admin → ESS Employee

Each level provides a progressively more restricted view of the platform, allowing you to demonstrate how different user types experience CoreHR.

## 2. Access URLs

Portal	URL	Purpose
Superadmin Portal	<code>https://corehr.africa/superadmin/login</code>	Platform administration & impersonation
Consultant Portal	<code>https://corehr.africa/login</code>	HR consultant dashboard
ESS Portal	<code>https://corehr.africa/ess/login</code>	Employee self-service

### 3. Login Credentials

User Type	Email	Password	Access Method
<b>SUPERADMIN</b>	superadmin@corehr.africa	[Contact Admin]	Direct login at /superadmin/login
<b>CONSULTANT</b>	Various	N/A	Impersonate from Superadmin
<b>COMPANY ADMIN</b>	Various	N/A	Impersonate from Consultant view
<b>ESS EMPLOYEE</b>	Various	N/A	Impersonate from Company view

### 4. Impersonation Process

#### Step-by-Step Instructions

1

#### Login to Superadmin Portal

Navigate to <https://corehr.africa/superadmin/login> and enter your superadmin credentials.

2

#### Navigate to Consultants Page

Click on "HR Consultants" in the sidebar to view all registered consultants.

3

#### Expand Consultant Row

Click the arrow (▸) next to a consultant to expand and view their client companies.

4

#### Choose Impersonation Level

**Option A:** Click "Impersonate" button to login as the consultant.

**Option B:** Click "Impersonate Admin" on a company to login as company admin.

**Option C:** Expand a company, then click "ESS" on an employee to login as that employee.

5

#### View Impersonation Banner

A colored banner appears at the top showing who you're impersonating and who initiated the session.

6

#### End Impersonation

Click "End Session" in the banner to log out and close the impersonation window.

## 5. Impersonation Banners

Each user type displays a distinct colored banner for easy identification:

**CONSULTANT** | Impersonating: **John Smith** (john@hrconsulting.com) | By: Superadmin

**COMPANY ADMIN** | Impersonating: **Sarah Johnson** (sarah@acmecorp.com) | By: Superadmin

**ESS USER** | Impersonating: **Mike Wilson** (mike.wilson@acmecorp.com) | By: Superadmin

## 6. Dashboard Feature Comparison

Feature	CONSULTANT	COMPANY ADMIN	ESS EMPLOYEE
Dashboard Overview	✓ All clients	✓ Company only	✓ Personal
CRM (Clients, Contacts)	✓ Full access	✗	✗
Business Development	✓ Full access	✗	✗
HR Outsourcing (Staff Pool)	✓ Full access	✗	✗
Companies Management	✓ All companies	✗	✗
Employees	✓ All employees	✓ Company staff	✗
Leave Management	✓ All requests	✓ Company requests	✓ My leave only
Payroll	✓ Full access	✓ Company payroll	✗
My Payslips	✗	✗	✓ Personal payslips
Compliance & Training	✓ Admin view	✓ Company view	✓ My training
Employee Lifecycle	✓ Full access	✓ Company staff	✓ My onboarding
Finance (Invoices)	✓ Full access	✗	✗
Settings & Users	✓ Admin only	✓ Admin only	✗

## 7. Security Notes

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### Audit Trail

All impersonation sessions are logged with timestamp, superadmin identity, target user, and session duration.

- Impersonation tokens expire after 1 hour for security
- The impersonation banner cannot be hidden or dismissed
- All actions performed during impersonation are attributed to the impersonated user but logged with superadmin context
- Impersonation sessions open in a new browser tab to preserve the superadmin session
- "End Session" immediately invalidates the impersonation token

## 8. Demonstration Workflow

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Recommended sequence for demonstrating CoreHR's multi-tenant architecture:

1. **Start as Consultant:** Show the full HR platform with CRM, Business Development, and multi-company management
2. **Switch to Company Admin:** Demonstrate how a client's HR team sees only their company's data (employees, payroll, compliance)
3. **Switch to ESS Employee:** Show the employee self-service experience (payslips, leave requests, onboarding, training)
4. **Return to Superadmin:** End all sessions and show the audit log of impersonation activities