

Background information:

Our application has user accounts and groups of users (e.g. Administrators).

It also has a functionality that lets some users impersonate others, to perform actions on their behalf.

We want to have tight control over who can impersonate who. To do that we have developed a configuration screen on each user account where administrators can specify who this user is allowed to impersonate (specific users or members of groups). We can also see and manage who is allowed to impersonate this user.

See below screenshots of these screens. What problems do you see and what are your recommendations to improve clarity and usability?

Workflow:

1) Enter the 'Impersonate Authorization' tab of Zach Adams' account → No user or group is set yet.

Edit Staff: Zach Adams

Details Dashboard ... Impersonate Authorization

Who can Zach Adams impersonates

Search for Users / Groups SEARCH

Select a User / Group to add to the "Can Impersonate" list

User / Group Select a User / Group ADD USER / GROUP

Who can impersonate Zach Adam

Search for Users / Groups SEARCH

Select a User / Group to add to the "Can Be Impersonated" list

User / Group Select a User / Group ADD USER / GROUP

2) Set up the list of users and groups that Zach Adams can impersonate by typing to search for a user/ group → Select a user/ group → Click on the 'ADD USER / GROUP' button to add the selected user/ group.

User / Group
Duy Dao

ADD USER / GROUP

Name	Type	Email Address
Duy Dao Source	Source	
Duy Dao	Staff	duy.dao+staff+1@orangelogic.com
Duy Dao Orange Logic	Staff	duy.dao@orangelogic.com

3) After a user / group is added, we'll show the list as follows.

Edit Staff: Zach Adams

Details

Dashboard ...

Impersonate Authorization

Who can Zach Adams impersonates

Q Search for Users / Groups

SEARCH

	Type	Name	Inherited Impersonation Group
<div>REMOVE</div> <div>VIEW</div>	User	Duy Dao	
<div>REMOVE</div> <div>VIEW</div>	Group	Honey Badgers dev team	
<div>REMOVE</div> <div>VIEW</div>	Group	Quokka dev team	
<div>REMOVE</div> <div>VIEW</div>	Group	Red pandas dev team	Dev team
<div>VIEW</div>	User	Tuan Duong	Quokka dev team

Select a User / Group to add to the "Can Impersonate" list

User / Group

Select a User / Group

ADD USER / GROUP

Who can impersonate Zach Adam

Q Search for Users / Groups

SEARCH

Select a User / Group to add to the "Can Be Impersonated" list

User / Group

Select a User / Group

ADD USER / GROUP

4) You can use the search bar to search for users / groups added in a list. Enter a search term and hit Enter or click on the 'SEARCH' button to search.

Q Duy Dao

SEARCH

Name	Type	Email Address
Duy Dao Source	Source	
Duy Dao	Staff	duy.dao+staff+1@orangelogic.com
Duy Dao Orange Logic	Staff	duy.dao@orangelogic.com