

License12 – User Q&A



What types of users are supported by License12?

License12 distinguishes only between administrators and users. By default, the individual who registers the company, selects services, and arranges payment details, is chosen as the **administrator** of all future **users** of the company. Users can be added in any number without causing additional cost. Users cannot add other users.

How are user privileges differentiated?

The administrator assigns every user, including themselves, a group. These groups represent the same access privileges. For every contract added by a user, his group will be privileged to continue processing that contract. Therefore any other member of such a group can review the digitized contract, and approve import into the ContractSafe.

What are the administrator's responsibilities?

1. The administrator registers the internal users, lets them know their initial passwords, and can reset these.
2. He or she chooses the services and payment details, and can modify the classification of the account with respect to benchmarks (e.g. change of company size).
3. The administrator's eMail is the invoice receiving eMail. He should check the invoice and forward it to accounts payable for posting it to the ledgers.
4. Only the administrator can terminate the account with License12. He is then responsible for the download of company data, if the contract management is to be continued with other means. We recommend this be planned with close involvement of the IT department.

How can substitution be arranged?

For timely completion of reviews, it is necessary that a member of any group having submitted a document is then available to carry out the review. We recommend that the administrator be in charge of this, as he or she can alternatively assign a member from a different group to cover for vacation leave. Temporary group assignments must be manually revoked when the arrangement ends.

Can a company have several accounts on License12?

The system allows separately and severally registering different parts of a company. It is up to company governance to determine whether separately managing licenses in different accounts is helpful to strategy. Licenses of a given vendor can only be jointly analyzed if all relevant licenses are imported into one single account.

What happens when a user's company responsibilities change?

The administrator can disable a user at any time to control access, or reassign them to a different group.