

Users and communities

Every person that is authorized to login into DeskNow is a DeskNow **user**. Users are uniquely identified by their username, which is, by default, also the name of their email address (for instance, users **joe** will receive emails addressed to **joe@your.server.address** (where your.server.address is the Internet address of your DeskNow server)).

Users can be grouped into **communities**. A community is a group of users that has a **community manager** that can administer it. The manager is responsible for the community, and can create or remove users of the community, or create community-wide document folders, calendars and so on.

Typical community examples are office branches. If your company has branches in New York, London and Tokyo, creating a community for each branch makes the account administration easier through delegation to the individual community managers.

Important: communities create a chain of responsibility through the community manager. The manager is responsible for user administration in the community, and for the disk usage of the users in the community. For this reason, an user can belong to one and only one community. It is possible to define **User groups** for the purpose of assigning permissions to groups of users. The administrator can define as many User groups as it is necessary, and an user can belong to multiple user groups.

Tip: DeskNow handles transparently time zones. Every user can set the time zone he/she is working in, and all the times (emails, messages, documents, appointments) are automatically translated into that time zone.