Zoho Corporation

Admins and Roles - Overview

Admins

Admins have a certain set of privileges to manage users in the organization through the Admin Panel in Zoho Directory. To do so, they are provided with appropriate roles in Directory with their own privileges.

Roles

Roles can be considered as designations for admins in Zoho Directory. Roles with their own set of permissions define what an admin can perform in Zoho Directory. There are two different types of Roles available in Zoho Directory: System Roles and Custom Roles

System Roles

These are available to you by default with a predefined set of permissions, to which you can assign admins.

Organization Owner

The person who signs up for Zoho Directory will be assigned as the organization owner (also called the super admin) by default. They will remain so until they [transfer the role to a different user](#). Along with having all the privileges an organization admin has, an organization owner can also edit the organization's details in the Admin Panel and can perform certain subscription-related actions.

Organization Admin

This role can perform all actions in the Admin Panel, except changing the owner of the organization and editing the organization's details. The actions they can perform include managing users, applications, other admins, domains, and directory stores.

Application Admin

As the name suggests, this role manages applications. They can add applications as well as edit their details. They can also assign and un-assign users for the applications.

Helpdesk Admin

This role can manage user's information and Multi Factor Authentication (MFA) for them. They can also reset the password for users if required.

Custom Roles

You can also create your own roles by customizing the available permissions for the new roles. For example, you may require your organization's HR to manage your employees through Zoho Directory. They may have to add all the existing and new employees in the organization, update their work location, provide access to certain applications, and so on. In this case, you can create a custom role in Zoho Directory called 'Human Resources', and can provide the role with these permissions:

- Work locations - View, add, edit or delete location details.
- Users management - View, add, edit, export, import user details and few other similar actions.
- User emails - View, add, delete or edit user's email address.

After successfully creating this role, you can add all the HRs in your organization to this role.