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Access to Bare.ID Administration

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Users with access to the administration interface (<https://app.bare.id/>) and the support portal (<https://support.bare.id/>) are managed by the support team at Bare.ID.

Gaining access

Initial administrators are specified by customers during their onboarding using the corresponding forms. In addition, users who are designated during onboarding as the "Contact Person for Legally Binding Decisions in the Technical and IT Area" can request further administrative accounts via the support portal, as well as have their permissions changed or deleted. For this purpose, the support portal provides a dedicated request category.

The previously designated customer contact is also responsible for having the accounts of former employees blocked.

Roles and permissions of administrators

Administration interface

The permissions within the administration interface are always instance-specific. The following roles are available per instance:

- Management of an instance (Instance Administrator)
- Management of an instance's users (User Manager)
- Management of connected applications (Client Manager)
- Management of connected login providers (Identity Providers Manager)

In addition, roles without write/modify permissions can also be created: - View all users - View all applications - View all events

Beyond the instance-specific roles, there is also a global "Administrators role" that grants Instance Administrator privileges in all instances belonging to the contract.

Support portal

Which users have access to our support portal is independent of how you have instance access. As a rule, we allow all administrative users access to support, but only specific named users receive the following extended permissions:

- Customer Manager (gains insight into all tickets of the organization)
- Contact for data protection questions
- Contact for legally binding decisions, Commercial
- Contact for legally binding decisions in the area of Technology and IT