System

The system pages manage who may use LeweDesk and how it behaves.

Page	Purpose
Users	User accounts, their roles and groups
Roles	Sets of permissions: Administrator, Agent, User, Public and your own
Groups	Collections of users that can be granted permissions together
Permissions	What a role or group may do
Settings	Application name, email, theme, issue limits and more
Audit Log	Who changed what, when and from where
License	The license key of the installation, its state, the trial and the limits
Email to Ticket	Issues and comments from the mails to a support mailbox

How access works

1. A **permission** allows one thing, for example `create_issue`.
2. Permissions are granted to **roles** and to **groups**.
3. A **user** has one or more roles and may belong to groups. The user holds every permission of their roles and groups.
4. Visitors who are not logged in hold the role *Public*.

Administrators bypass all permission checks.

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