

With the update, new pages will be added and existing pages will be redesigned. Some terms and page names will change to better reflect the new organizational structure and improved usability introduced by this update.

ACCOUNT → ORGANIZATION

Organizations are the base unit within the new system structure, housing all of a company's Blackline **resources** in one place. In the old system, each Blackline Live user was considered an **account** with its own devices and resources, and each account operated separately from one another. With the Winter18 update, devices and resources now belong to an organization, not an individual user — team members in the same organization will have access to the collective pool of resources.

Organization

The base unit that houses all of a business's resources, including devices, team members and profiles.

Account

A user in the the old system. Accounts are now organizations.

Resources

Devices, groups, team members, profiles, beacons and floorplans. Resources belong to an organization.

ADDRESS BOOK → TEAM MEMBERS

The **team members** page organizes all of an organization's team members in one place, instead of each individual account having an address book with its own contacts. The team members page also introduces the ability to change a team member's permissions from **contact** to **account user**, as well as deactivate team members when they leave the organization.

Team members

Team members are the people involved in an organization, and can be assigned to devices and listed on alert profiles. Team members are either contacts or account users.

Contact

Do not have Blackline Live log-in access. Contacts are simply sets of contact information.

Account user

Team members with log-in access to Blackline Live. Account users can be assigned roles to groups.

PARENT/CHILD STRUCTURE → RELATIONSHIPS

Relationships are a one-way link between two businesses, where one business is granted access to manage or monitor the other's resources. Each relationship has a **client** and a **provider**. For companies that employed parent/child account structures prior to the update, parent accounts will become providers and child accounts will become clients, up to two subaccounts deep.

Relationship

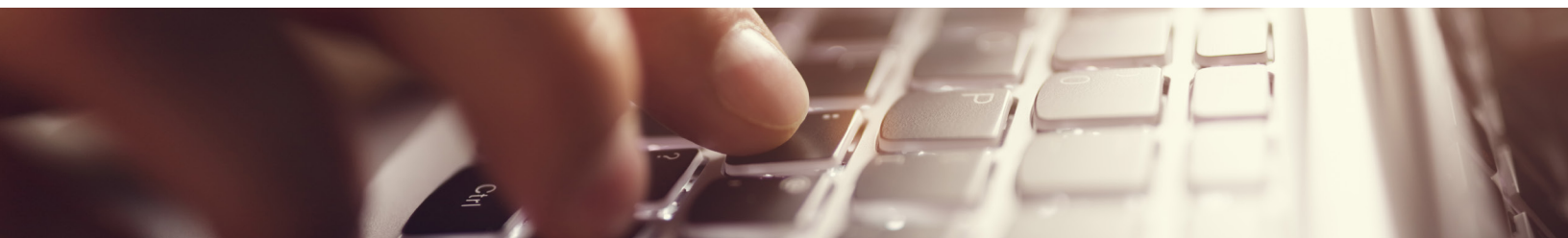
A one-way link between a client and a provider, which grants the provider access to the client's groups and devices.

Client

The business in a relationship that is receiving services from a provider.

Provider

The business in a relationship that is providing services and has access to the client's assets.



GROUPS

Groups are a new structural unit in Blackline live, providing businesses with more tailored control over who can access and configure certain resources. Groups are bundles of resources within an organization, useful for granting users access to specific resources. Account users must be designated as **group managers** in a particular group in order to have access to the devices in that group.

Group

A unit within an organization that houses a selection of a company's Blackline devices. Account users can be granted access to a group, with their assigned role determining what they can do within that group.

Group manager

Account users that have been granted access to a certain group so they can see the devices in that group. Group manager is not a type of role.

ROLES

Roles are assigned to account users on a group-by-group basis — their assigned role in that group determines what they can do within the group.

View only

Can see resources that they have been assigned to, but cannot manage them

Resolve only

Cannot edit any resources, but can manage and resolve alerts — often assigned to monitoring personnel

Device admin

Have permission to manage devices within the groups that they are assigned to

Group admin

Have administrative power over the groups they have access to — they are able to organize and edit these groups as well as the resources within them.

Organization admin

Manage the organization, and all of its resources and relationships

