

User Management and User Roles

Brief overview

User Management is a feature in the Admin Center that supports team collaboration in the WalkMe Editor. With User Management, users can view who has access to their WalkMe content and control different levels of access for other users in the WalkMe account. Set permissions and limitations for all those who access your Editor; for example, allow other users **View Only** access and other users **Editing** but not **Publishing** access.

When assembling a team and implementation plan for WalkMe, consider who will have what responsibilities. It is recommended that members of a team do not use the same login information; rather each team member should have their own account with access to the main WalkMe account. Setting appropriate user roles will prevent items from getting mistakenly changed or published before they're ready. When each user has their own account, you can specially assign permissions and limitations for building, reviewing, editing, publishing, and analyzing your content.

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- View the [Configure the Project Team's Access and Permissions lesson](#) in the *Digital Adoption Project Management Fundamentals* course.
- Don't have a DAI account yet? [Sign up here](#)

Use cases

Here are some examples of how to use users, roles and permissions:

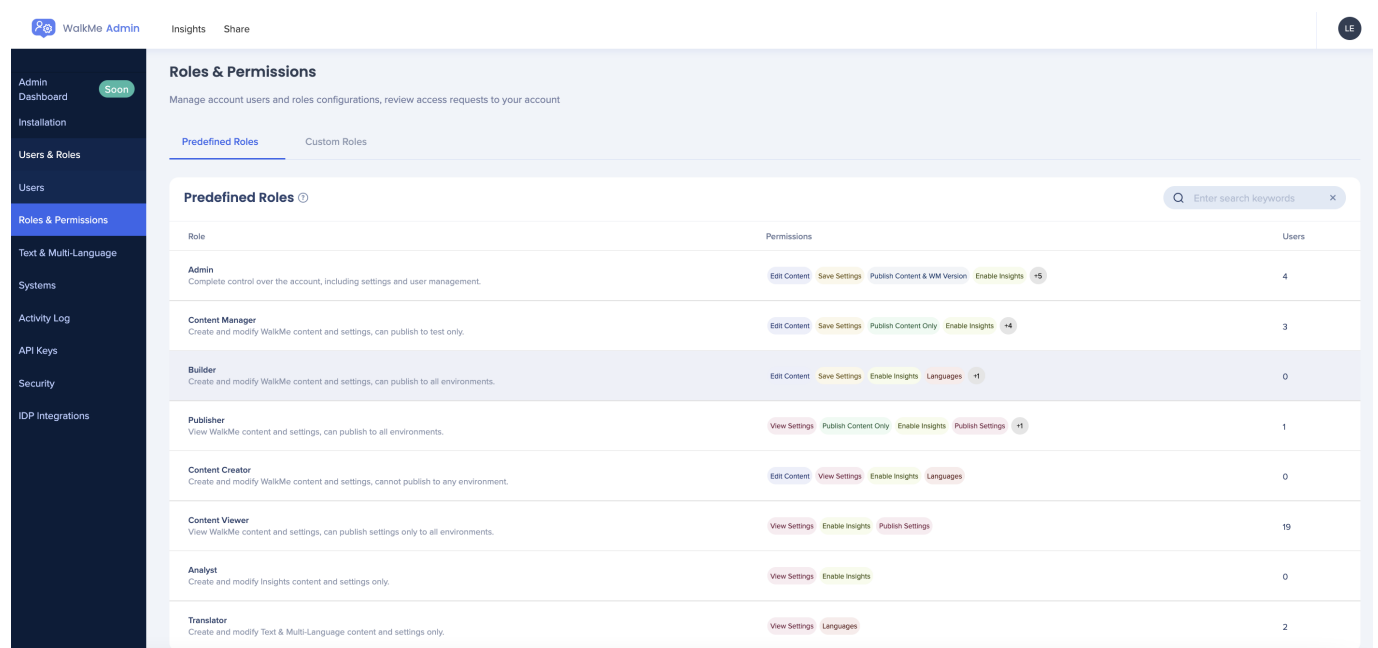
- If you're looking to have someone just publish a Smart Walk-Thru, without the ability to edit or change it, try the **Publisher** role. It will allow them to look over the Smart Walk-Thrus and publish only.
- If you'd like someone to create a Smart Walk-Thru for you, but you don't want them to be able to publish it or make it "live" on your website, give them a **Builder** role.
- If you want to preserve the integrity of the Smart Walk-Thru, assigning the **Content Manager** role. This role will allow a user to edit the text but not change the flow of the Smart Walk-Thru.
- If you've hired someone to translate your Smart Walk-Thru to another language, try giving them **Translator** role.

Note: Please read our [Account Management article](#) as well to familiarize yourself if you haven't already.

To access User Management settings, go to the Users & Roles page in the [Admin Center](#) at admin.walkme.com.

Users

The [Users](#) page allows you to add, view and edit your WalkMe users.



The screenshot shows the 'Roles & Permissions' page in the WalkMe Admin interface. The left sidebar contains navigation links: Admin, Dashboard, Installation, Users & Roles, Users, Roles & Permissions (highlighted), Text & Multi-Language, Systems, Activity Log, API Keys, Security, and IDP Integrations. The main content area is titled 'Roles & Permissions' and includes a sub-header 'Manage account users and roles configurations, review access requests to your account'. Below this, there are tabs for 'Predefined Roles' and 'Custom Roles'. The 'Predefined Roles' tab is active, showing a table of roles with their descriptions, permissions, and the number of users assigned to each role.

Role	Permissions	Users
Admin Complete control over the account, including settings and user management.	Edit Content, Save Settings, Publish Content & WM Version, Enable Insights (+5)	4
Content Manager Create and modify WalkMe content and settings, can publish to test only.	Edit Content, Save Settings, Publish Content Only, Enable Insights (+4)	3
Builder Create and modify WalkMe content and settings, can publish to all environments.	Edit Content, Save Settings, Enable Insights, Languages (+1)	0
Publisher View WalkMe content and settings, can publish to all environments.	View Settings, Publish Content Only, Enable Insights, Publish Settings (+1)	1
Content Creator Create and modify WalkMe content and settings, cannot publish to any environment.	Edit Content, View Settings, Enable Insights, Languages	0
Content Viewer View WalkMe content and settings, can publish settings only to all environments.	View Settings, Enable Insights, Publish Settings	19
Analyst Create and modify Insights content and settings only.	View Settings, Enable Insights	0
Translator Create and modify Text & Multi-Language content and settings only.	View Settings, Languages	2

Roles and permissions

Each role specifies the user's access to the following features:

- Workspace (broken down by each individual App)
- Insights
- User Management
- Edit Languages
- Settings
- Publish Rights
- Customize