Tenants

Overview

Tenancy Management feature is used to manage a portfolio of devices for specific functionality in an estate. This feature enables a high level of authorization control to restrict the visibility of the device operations within the pool of devices that they have access to. The portfolio of devices under each merchant/re-seller can be classified as Tenant. Users with Estate Owner and Verifone Admin roles will be able to create, edit, and delete tenants. Users with Verifone Helpdesk roles will be able to view and edit tenants.

A Tenant, Verifone Admin, and Estate Owner can manage the devices that they have access to, and perform common device management and diagnostic tasks. This feature enables access to restrict the visibility of the tenants.

The feature management is based on the customer license to define the scope of operations in the estate to move/delete devices within or across tenant levels and Estate owner pool levels. Based on the licenses, they are enabled for Basic, Essential, Plus, Premium plans.

This feature also permits Verifone Helpdesk users to support merchants using all available device management and care diagnostic tools. This feature is supported in both, the UI and API.

Estate Owner/Verifone Admin

- The Estate owner will be able to create/modify/delete users so that the user can log in and manage devices available under the estate (or the tenant that the user has access to).
- The Estate owner will be able to remove devices from the tenant.
- The Estate owner will be able to move devices from one tenant to another tenant.

User

- All the entities accessible to logged-in users will be available for updates/assignments
- Provides an option to switch the user to navigate to multiple customers.
- Provides an option to add a tenant for any entity.

Following are the roles for different users.

| Roles	Operations								
	Tenants	Users	Organizations	Devices	Reports	Advanced Parameters	Basic Parameters	Support	Diagnostic Operations
Estate Owner Admin/ Verifone Admin	Add, Edit, Delete, View	Add, Edit, Delete, View	Add, Edit, Delete, View	Add, Edit, Delete, View	Only View	Add, Edit, Delete, View	Add, Edit, Delete, View	Add, Edit, Delete, View	Add, Edit, Delete, View
Verifone Helpdesk	Edit and View	Add, Edit, Delete, View	Add, Edit, Delete, View	Edit, Delete, View	Only View	Add, Edit, Delete, View	Add, Edit, Delete, View	Add, Edit, Delete, View	Add, Edit, Delete, View
Merchant Admin	Only View	Only View	Only view	Edit, Delete, View	Only View	Only View	Add, Edit, Delete, View	Only view	Not able to add or edit or delete or view

Merchant User	Only View	Only View	Only View	Only View	Only View	Only View	Only View	Only View	Not able to add or edit or delete or view

Follow the option sequence below to configure the Tenants.

Verifone Central – **Device Management** -> **Device Management** -> **Tenants**
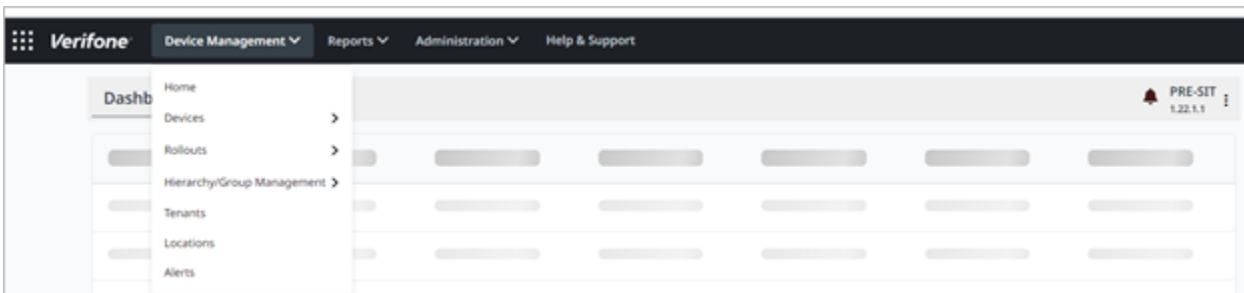
Follow the option sequence below to view Tenants.

Verifone Central -> **Device Management** -> **Tenants**