



Service Insights on MealConnect

Agency User Roles

Permissions	Agency Admin	Agency User	Intake User	Viewer
Assign roles and create users	X			
Create and manage service area, geography, event schedules and notes	X			
Can view household visit history outside of intake	X	X		
Can edit household details (outside of intake)	X	X		
Can merge duplicate household records	X	X		
Can collect data during intake	X	X	X	
Can flag duplicate records during intake	X	X	X	
Can view in-app reports (EOPF Compliance, Quality Control)	X	X		
Can view Summary Statistics report in Tableau - coming soon	X	X		X
Can view custom view of the Summary Statistics report in Tableau - coming soon	X	X		
Can report standardized neighbor and service data - coming soon	X	X		
Can report identifiable data neighbor and service data - coming soon	X			

Service Insights on Meal Connect (SI-MC) offers distinct user permissions associated with specific roles. A user is anyone who can log into the system and perform tasks. At a high level, a user may be an administrator, a user or a viewer. An administrator has full access to the system according to their level while a user has access to some tools, but not all. A viewer only access Tableau reporting. Each set of permissions is determined by if the user belongs to a food bank or an agency.

User names

Each user in the system is identified by a user name. That user name can be an email address or a unique username created by their administrator. User names and email address can only be used once per environment.

User Passwords

Passwords must be between 8 and 30 characters long. They must contain an upper case letter, lowercase letter and a number. Passwords can be maintained by admin users only.

Shared Logins

There are times where it does not make sense to have each user have their own unique login - this is particularly true for volunteers who are doing intake. In SI-MC you can have Shared Logins. This allows a single login to be used on multiple devices simultaneously. This is not recommended for anyone with administrator permissions.