mydeposits

Powered by TOTAL Property

Company user permissions

This document lists the company user permissions on the Total Property platform and explains what each permission allows the user to do.

Company details

Permission	What it allows
Edit company details	Edit company information, primary contact, email preferences, connect and remove parent account connections

Office

Permission	What it allows
Manages offices	Add new offices, edit office details
Deactivate or reactivate offices	Deactivate and reactivate an office (admin only)

Staff

Permission	What it allows
View company users	Add new offices, edit office details
Invite a new user or delete pending user	Invite users to any office, resend invites, delete pending users (admin only)
Move user to another office	Assign or unassign a user to a different office
Edit company user	Edit personal details (email address)
Deactivate company user account	Deactivate an active company user

Roles

Permission	What it allows
Assign a role	Edit the company role for a user (admin only)
View roles	View roles in the company (admin only)
Manage roles	Add, edit or delete roles (admin only)

Properties

Permission	What it allows
View properties	View all company properties and property details
Manage properties	Add, edit or delete properties, manage joint landlords
Move property	Move a property to another company office
Bulk upload	Bulk upload properties, tenancies, and deposit protections

Tenancies

Permission	What it allows
View tenancies	View tenancy list and details
Manage tenancies	Edit tenancy details, interested parties

Deposits

Permission	What it allows
View deposits	View deposit list and details, view in progress payments
Manage deposits	Set up or remove deposit protection scheme
Protect deposits	Add to basket, pay for deposit (card/bank transfer/unallocated), lodge deposit, manage in progress payments
Export deposits	Export deposit data to CSV

Billing details

Permission	What it allows
View billing details	View card and bank account details
Manage billing details	Add, replace or delete cards and bank details, manage commissions bank details

Unallocated funds

Permission	What it allows
View unallocated funds	View balance, transaction history, export CSV
Manage unallocated funds	Refund unallocated funds, update bank details for rejected refunds

Certificate customisation

Permission	What it allows
View certificate customisation	View the certificate customisation section
Manage certificate customisation	Upload, replace or delete signature and logo, change signature name

End of protection

Permission	What it allows
Process the end of the custodial or insured-backed protection	View, initiate or cancel release request, negotiate settlements, manage single release, initiate resolution or court process, use chat, close tenancy (insured-backed), edit returned amount

Payment history

Permission	What it allows
View payment history	View payment history menu, deposit and membership transactions, export CSV

Memberships

Permission	What it allows
Manage memberships	Apply for membership, pay or extend, end membership, manage renewals

Activity

Permission	What it allows
View activity	View all activity records across the company

Explore further resources and support

For everything you need to know on our Total Property and how to protect and manage both custodial and insured-backed deposits, visit our resource page. We're here to support you and have provided a dedicated hub for you to access helpful resources including our how to guides with video tutorials, member FAQs, and how to contact us.

Learn more