Organizations

About Organizations

In the Armor Ticketing System, an **organization** allows you to specify when a group of users should be added to a specific support ticket, based on the subject matter of the ticket. For instance, for a billing-related ticket, you can indicate that members of the **Billing** organization should be notified. When a support ticket is shared with an organization, all users within the organization will receive an initial email notification; however, the individual user can manage their own notification preferences in the particular ticket.

> ⚠ The Admin role in AMP and the Administrative organization in **Tickets** are two separate concepts. Admins in AMP do not have access to every ticket, nor do users in the Administrative organization have access to every ticket. As a member of the Administrative organization, you will not receive any additional admin privileges for Tickets; you will simply receive notifications for tickets where the Administrative organization was added.

By default, there are four organizations available in the Armor Management Portal (AMP):

- **Administrative**
- **Billing**
- **Security**
- **Technical**

The initial members of the **Administrative**, **Billing**, and **Technical** organizations have been pre-defined in the Armor Management Portal (AMP) to match the users currently assigned to the **Admin**, **Billing**, and **Technical** roles; however, you can add or remove users from these organizations.

> ⚠ Since a **Security** role does not exist in AMP, the default Security organization does **not** have any pre-defined members. You will need to manually add members to this organization.

> ⚠ You cannot create a new organization.

Add or Remove An User from An Existing Organization

1. In the Armor Management Portal (AMP), in the left-side navigation, click **Support**.
2. Click **Tickets**.
3. Click **Manage Organizations** or **Organizations**.
4. Select the desired organization.
5. To add a user, enter and select the name of the user.
   - The change will be automatically saved.
6. To remove a user, hover over the desired user, and then click the trash icon.
   - The user will no longer receive notifications for future tickets associated with that organization. However, if the individual user already configured to receive notifications for a particular ticket, then the user will still receive notifications for that particular ticket, even if the user has been removed from the organization.

Related Documentation

- Contact Armor Support
- Notification Preferences

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