

Back Office Employee Management

Use the RepairNest POS Back Office to create employees, assign locations and roles, manage access, and maintain employee records.

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Back Office Access

Sign in to the Back Office and open the employee directory.

How to Open the RepairNest POS Back Office

1. Go to admin.autopaydesk.com.
2. Sign in with an account authorized for your organization.
3. Complete any required verification.
4. From the navigation panel, choose **Employees**.

Back Office controls can affect access across locations. Use your own authorized account and do not share credentials.

Why Employees Are Managed in Back Office

The Back Office provides a centralized directory across the business. It lets an authorized manager connect one employee to the correct locations and role at each location.

This is safer and clearer than managing core employee access independently at each store terminal. The terminal uses the assignments created in Back Office when determining where the employee can work and what the employee can do.

How to Open and Search the Employee Directory

1. Sign in to Back Office.
2. Select **Employees**.
3. Use the search field to find an employee by name or contact information.
4. Review the employee's assigned locations and roles.
5. Select the edit pencil when changes are required.

The directory shows employees across the business and provides a quick view of their current location access.

Employee Roles

Create and maintain roles that control what employees can do.

What Is an Employee Role?

An employee role is a reusable set of access rules that determines what an employee can do at an assigned location. Examples may include Owner, Manager, Sales Associate, Technician, or another role designed for your workflow.

Assign the least access needed for the employee's responsibilities. Roles are separate from job titles: a role controls software access.

How to Open and Manage Employee Roles

1. Open **Employees** in Back Office.
2. Select **Manage Roles**.
3. Review the existing role list.
4. Create a role when a new reusable access pattern is needed.
5. Edit a role when its authorized responsibilities change.
6. Save and verify the resulting permissions before broad assignment.

How to Design Roles Safely

- Separate owner or administrator access from daily employee access.
- Give managers only the elevated controls they actually use.
- Limit financial deletion, refunds, settings, employee management, and sensitive reports.
- Create a technician role for repair work without unrelated financial access when appropriate.
- Review roles whenever responsibilities change.
- Test a role with a non-production workflow before assigning it widely.

Create & Assign Employees

Add employees and assign the correct locations and roles.

How to Create an Employee in Back Office

1. Open **Employees**.
2. Select **Add Employee**.
3. Enter the employee's first name, last name, phone, and email as applicable.
4. Create the employee's register PIN.
5. Choose optional employee flags such as driver or technician when they apply.
6. Add internal notes or address information if needed.
7. Assign at least one location and role.
8. Review the record and select **Create Employee**.

How to Assign Locations and Roles

1. While creating or editing the employee, open **Locations & Roles**.
2. Select a location where the employee is allowed to work.
3. Select the role the employee should have at that location.
4. Add the assignment.
5. Repeat for any additional authorized locations.
6. Review the assignment list and save.

The same employee may have different roles at different locations when business responsibilities require it.

How to Set a Secure Employee PIN

The employee PIN is used for register access and authorization workflows.

- Use a PIN that is not easily guessed.
- Do not reuse a manager or owner PIN for another employee.
- Do not share PINs between employees.
- Change a PIN when it may have been exposed.
- Verify the employee can sign in only to assigned locations.

A PIN identifies the employee performing activity, so individual credentials are important for accountability.

How to Mark an Employee as a Technician or Driver

1. Create or edit the employee.
2. Find the employee classification options.
3. Enable **Technician** when the employee should appear in supported repair-assignment workflows.
4. Enable **Driver** when the employee performs supported delivery or driver work.
5. Save the record.

These classifications support workflow selection; the employee's location role still controls authorized access.

Maintain Employee Access

Search, edit, reassign, and safely remove employee access.

How to Edit an Employee

1. Open the employee directory.
2. Search for the employee.
3. Select the edit pencil.
4. Update identity, contact, PIN, classifications, notes, address, or location-role assignments.
5. Review every active location.
6. Save the changes.

When an employee changes jobs or locations, update access promptly rather than creating a duplicate employee.

How to Change an Employee Role or Location

1. Edit the employee in Back Office.
2. Review **Locations & Roles**.
3. Remove an assignment the employee no longer needs.
4. Add the correct location and role.
5. Save.
6. Have the employee sign in again and verify the available workflow.

Do not leave old elevated roles active after a transfer or promotion change.

How to Remove Employee Access Safely

Removing an employee can affect access but should not erase legitimate historical accountability.

1. Confirm the exact employee and reason for removal.
2. Review every assigned location and role.
3. Remove or disable access according to company policy.
4. Use deletion only when appropriate and authorized.
5. Verify the employee can no longer sign in.
6. Confirm historical sales, repairs, shifts, and audit records remain understandable.

Back Office Employee Troubleshooting

An employee cannot sign in

Confirm the employee has an active assignment for that location and the correct PIN.

A role is missing

Open Manage Roles and verify the role exists before assigning it.

The employee sees the wrong tools

Review the role assigned at the current location; the same employee may have different roles elsewhere.

An employee appears twice

Search the full directory before creating a new record. Update the existing employee when appropriate.

Back Office Employee Management: Complete Guide

Employee accounts, location assignments, and roles are managed from the RepairNest POS Back Office rather than the store terminal.

Open admin.autopaydesk.com, sign in with authorized Back Office access, and choose **Employees**.

Use this book to

- Create and edit employee records.
- Assign employees to one or more locations.
- Select a role for each location.
- Create and manage roles.
- Search, review, and safely remove employee access.