Support Authorization

By default, Frame support administrators are granted full access to all organizations and accounts for troubleshooting purposes. Customer Administrators or Limited Customer Administrators may opt out of default support for their account at any time by adjusting their support options.

Modifying Support Authorization

If you wish to modify support authorization options, navigate to the desired entity where you wish to apply this change (Customer or Organization) and click on the **Users** from the left-hand menu from either the Customer or Organization Dashboard within the Admin Console.

Navigate to the **Support** tab. Under **Support Options**, you can specify how much control you would like to grant Frame support engineers.

- **Full access to all organizations and accounts**: grants Frame support engineers the same level of access as a Customer Administrator.
- **Full access without ability to start sessions and manage users**: Frame support engineers may not start sessions to your workload VMs.
- **No access**: Frame support engineers have no access to your Customer, Organization(s), and Accounts.

Click **Save** in the upper right corner to apply your changes.

> Only Frame support engineers will be able to access your account with support access enabled. If you would like to authorize other Frame personnel, you can add them in the [Authorized Frame Personnel](#authorized-nutanix-personnel) section.

Authorized Frame Personnel

Administrators may grant access to a single Frame admin or other Frame personnel on a temporary basis by adding them as **Authorized Frame Personnel**. Under the **Support Options section**, click **Add Personnel** and enter the email address of the Frame employee you would like to invite. Click **Save** in the upper right corner of the screen when you are done.

Authorized Frame personnel

To **revoke access**, simply click the trashcan symbol listed to the right of the Frame staff member you would like to remove from the Authorized Frame Personnel list. Click **Save** to apply your changes.

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