

Staff logins and permissions

How to add staff, give each person a PIN and a role, and decide what each role can do on the till.

Screenshots taken on a demo store at app.posso.co.uk, 11 October 2026. Your menu, staff, printers and prices will be different.

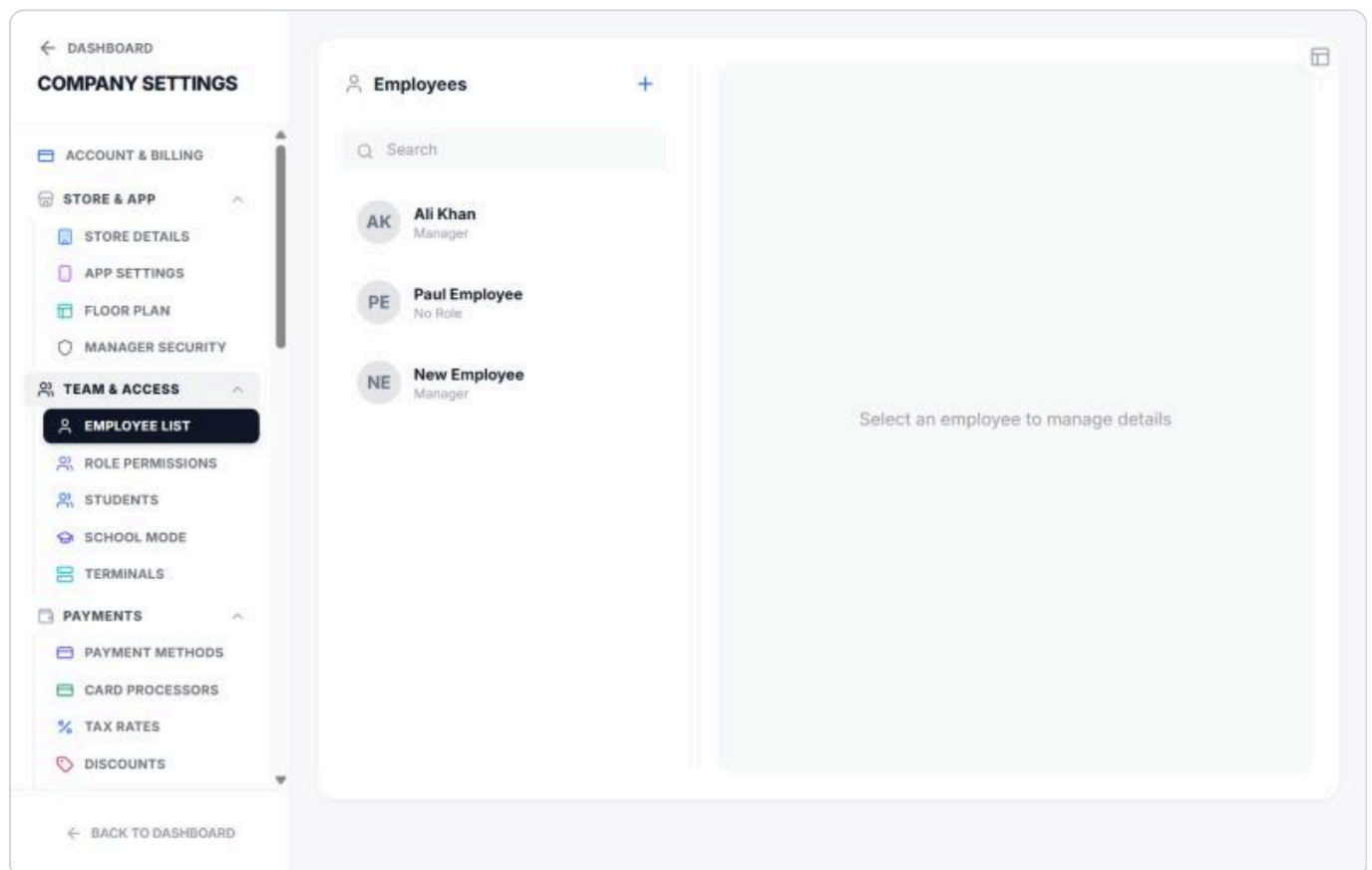
The short version

- Go to **Settings**, then **Team & Access**, then **Employee List**.
- Tap the + to add someone, fill in their name, role and PIN, then tap **SAVE EMPLOYEE**.
- What a role can do is set in **Role Permissions**: tick or untick, then tap **SAVE CHANGES**.

1 Open the employee list

From the **Dashboard**, tap **Settings** in the left-hand menu. Company Settings opens with its own menu down the left.

Open **Team & Access** and tap **Employee List**. Everyone who can log in is listed with their role underneath their name. Use the **Search** box if the list is long.



To add a new member of staff, tap the + at the top of the list. To change someone, tap their name.

2 Fill in the employee details

The details open on the right, on the **General** tab.

- **First name** and **Last name**: the name shown on the till and on reports.
- **Role**: choose **Manager** or **Staff**. The role decides what they are allowed to do (step 3).
- **Default service**: the order type their till opens on: Counter, Dine-in (Table), Takeaway or Delivery.
- **PIN / Password**: what they type to log in.
- **Swipe login code**: for sites that log in with a swipe card.
- **Allow Login Without Password**, **Auto Logout After Sale** and **Active Account** are tick boxes. Untick **Active Account** to stop someone logging in without deleting them.

The screenshot displays the 'COMPANY SETTINGS' dashboard with a sidebar menu. The 'TEAM & ACCESS' section is expanded, showing 'EMPLOYEE LIST' as the active option. The main area is titled 'Employees' and features a search bar and a list of existing employees: 'Ali Khan' (Manager), 'Paul Employee' (No Role), and 'New Employee' (Manager). The 'General' tab is selected, showing a form for adding a new employee. The form includes fields for 'FIRST NAME' (Ali), 'LAST NAME' (Khan), 'EMAIL', and 'PHONE NUMBER'. Below these are dropdowns for 'ROLE' (Manager) and 'DEFAULT SERVICE' (Counter). There are also fields for 'PIN / PASSWORD' (masked with dots) and 'SWIPE LOGIN CODE' (Card Data). At the bottom, there are three checkboxes: 'Allow Login Without Password' (checked), 'Auto Logout After Sale' (unchecked), and 'Active Account' (checked). A red 'SAVE EMPLOYEE' button is located at the top right of the form area. A 'BACK TO DASHBOARD' link is at the bottom left of the sidebar.

Tap **SAVE EMPLOYEE** when you are done. There is also a **Tables** tab next to General.

Tip. When someone leaves, untick **Active Account** rather than deleting them. You can switch them back on later.

3 Decide what each role can do

Tap **Role Permissions**. Pick a role on the left, then tick what that role is allowed to do.

- **Management:** Access Dashboard, Manage Settings.
- **Products:** View, Add, Edit and Delete Products.
- **Sales Operations:** Process Sale, Void Order, Apply Discount, Refund Order.
- **Reporting:** View Sales Reports, View End Of Day.
- **Employees:** Manage Staff, Manage Roles.
- **Inventory:** Manage Stock, View Stock.

The screenshot shows a mobile application interface for configuring role permissions. On the left is a sidebar menu with categories: COMPANY SETTINGS, STORE & APP, TEAM & ACCESS, and PAYMENTS. The 'ROLE PERMISSIONS' option under 'TEAM & ACCESS' is selected. The main area is titled 'Roles' and shows a list with 'Manager' selected. To the right, the 'Manager' role's permissions are configured. A 'SAVE CHANGES' button is in the top right. The permissions are organized into four sections: Management, Products, Sales Operations, and Reporting, each with a list of actions and checkboxes.

Role	Management	Products	Sales Operations	Reporting
Manager	☒ Access Dashboard ☒ Manage Settings	☒ View Products ☒ Add Products ☒ Edit Products ☒ Delete Products	☒ Process Sale ☒ Void Order ☒ Apply Discount ☒ Refund Order	☒ View Sales Reports ☒ View End Of Day

Tap **SAVE CHANGES**. The + above the list of roles adds a new role, for example a supervisor who can void but not refund.

Tip. Void Order, Apply Discount and Refund Order are the three to think about. Most sites leave them off for the Staff role so a manager has to approve them.

4 Reset the manager password

Open **Store & App** and tap **Manager Security**. Check the **Manager recovery email** is one you can read, then tap **SEND RESET LINK**. Instructions to change the manager PIN or password are sent to that email.

← DASHBOARD

COMPANY SETTINGS

- ACCOUNT & BILLING
- STORE & APP**
 - STORE DETAILS
 - APP SETTINGS
 - FLOOR PLAN
 - MANAGER SECURITY**
- TEAM & ACCESS
 - EMPLOYEE LIST
 - ROLE PERMISSIONS
 - STUDENTS
 - SCHOOL MODE
 - TERMINALS
- PAYMENTS
 - PAYMENT METHODS
 - CARD PROCESSORS
 - TAX RATES
 - DISCOUNTS

← BACK TO DASHBOARD

Manager Security SAVE CHANGES

MANAGER RECOVERY EMAIL (REQUEST RESET)

info@posso.co.uk

Send password reset requests to this email

Reset Password

To change your manager PIN or password, you must verify your identity first. Instructions will be sent to the email above.

SEND RESET LINK

If something is not right

A member of staff cannot log in

Open their record and check **Active Account** is ticked and the PIN is the one they are typing.

Staff can do something they should not

Check which role they have in the employee list, then untick that permission for the role in **Role Permissions**.

The reset email has not arrived

Check the address in **Manager Security** and the junk folder, then send it again.

Need a hand? Call Posso support free on 0808 175 3956, Monday to Friday, 9am to 9:30pm, or see posso.co.uk/support. More guides: posso.co.uk/downloads.