



# **RDN Enhancements**

## **NEW Can View Complaints Permission**





# Can View Complaints Permission

Dear Customers,

RDN has added a new permission, Can View Complaints. This new permission will allow a user access to Complaint Tracking and the Complaints tab on the RDN case page. The permission can be removed to block access to Complaint Tracking and the Complaints tab on the RDN case page. This new permission will be applied to a user profile by default. Please remove the permission from the user profile via Upper Management to block access to Complaints.

**NEW Can View Complaints Permission.**

- Active:
- Can modify UI Template:
- Can edit adjuster notes:
- Can enable/disable VLA:
- Can enable/disable LPR 2.0:
- Can accept New Web cases:
- Can View Complaints:**
- Can Purchase instaVIN Reports: