

**Instructions:** The user types are used to define the different groups of people who will access your site. What do they need to accomplish? What are they allowed to do and see?

Think in terms of activities this type of user will do on a regular basis. If you have more than 3 types of users, just print multiple copies of this page and use the back if you need more room. For additional help, please look at the example on the following page.



\_\_\_\_\_ User Type

What does this user need to do?

What can they see?

What can they add or change?



\_\_\_\_\_ User Type

What does this user need to do?

What can they see?

What can they add or change?



\_\_\_\_\_ User Type

What does this user need to do?

What can they see?

What can they add or change?

# EXAMPLE



Site Admin  
User Type

What does this user need to do?

*The site admin is the person who will update the site with new products and approve/publish all additions by the intern. This will likely be me and my partner only.*

What can they see?

*Everything*

What can they add or change?

*Everything, including the ability to change the ad banner at the top of the site. They also need to be able to add new users.*



Intern  
User Type

What does this user need to do?

*The interns will write up new products to the site as they come in and inform the site admin when they are ready for approval.*

What can they see?

*Everything. They should also be notified of new customer orders that they will need to fulfill.*

What can they add or change?

*They should be able to add new product information but not publish it. They should also be able to change the status of a customer's order.*



Customer  
User Type

What does this user need to do?

*The customer will need to be able to browse for new products by type, brand and price. They will also need to do basic and expert searches.*

What can they see?

*The customer should see any pages the admin has approved and published. They should also be able to request notifications on product availability.*

What can they add or change?

*The customer should be able to place new orders and add feedback to any product they have purchased from us.*