Associate Roles to Categories

In Cora OpsManager, based on the roles assigned to the users, you may restrict the users from creating cases for a particular Category. The Roles are associated to Categories such that only the users with the specified roles are allowed to choose the category at the time of manual case creation.

> **NOTE**
> In case no specific Role(s) is associated to a Category, then by default, all Roles are permitted to select the Category on Manual case creation.

To associate Roles to Categories, follow the steps below:

1. On Flowtime, go to **Ops Manager** > **Ops Manager Admin** > **Category-Role Association**.
2. From the list, select the category to which roles are to be associated.

3. Click **+ Add New Role**.
4. From the drop-down, select the Role to be associated to the Category. This list displays all the roles available in Cora OpsManager.
5. Click ⊘ .

You can also add new roles to Cora OpsManager from this page. Click the link on **To add role click here**. An Employee Roles pop-up window appears. Click + Add New Record to add a new role.