

ADMIN ONLY

# Alfen Admin Guide

This guide covers features and operations available exclusively to Alfen administrators. These capabilities are not accessible to regular organisation users.

## 1. Overview

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The Alfen admin account operates at the platform level rather than within a single organisation. It has cross-organisation visibility and can manage the platform's organisational structure, user placement, roles, firmware, and entity assignments.

**Key distinction:** Regular (customer) users can only see and manage entities within their own organisation. Alfen administrators can see and manage entities across *all* organisations, plus perform platform-level operations that customer users cannot access at all.

Alfen admin capabilities include:

- Creating, activating, and deleting organisations
- Moving users between organisations and the domain
- Assigning roles to users
- Uploading firmware and granting access to organisations
- Creating entities (tokens, locations, token groups) and assigning them to organisations
- Viewing and managing all entities across all organisations

## 2. Organisation Management

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Organisations are the top-level containers in Eve Control. Every user, charger, location, token, and token group belongs to an organisation. Only Alfen admins can create and manage organisations.

### Create an Organisation

#### 1 Navigate to Organisations

Click **Organisations** in the left sidebar. This page is only accessible to Alfen admins — regular users see a “Not allowed” message.

#### 2 Create the Organisation

Click the **Create** button, enter the organisation name, and submit. The new organisation will appear in the list.

### Activate an Organisation

Newly created organisations must be activated before they can be used.

#### 1 Open the Organisation

Click on the organisation in the list to open its detail page.

#### 2 Activate

Click the **Activate Organisation** button. Type `activate` in the confirmation dialog and click **Confirm**.

### Delete an Organisation

#### 1 Delete from the List

On the Organisations page, click the trash icon next to the organisation you want to delete. Type `delete` in the confirmation dialog and click **Confirm**.

**Warning:** Deleting an organisation is permanent. Ensure all users have been moved out and all important data has been handled before proceeding.

## 3. User Management

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Alfen admins control where users are placed in the platform. Users can be in the “domain” (not assigned to any organisation) or in a specific organisation. Users must be in an organisation with at least one role to access the application.

### Move Users to an Organisation

#### 1 Open the Move Users Dialog

Navigate to **Users** in the sidebar and click the **Move Users** button.

#### 2 Select the Destination

Choose the target organisation from the destination dropdown. Organisations appear in the format “*Organisation Name (Organisation)*”.

#### 3 Search and Select Users

Use the search field to find users by name or email. Click on the user labels to select them.

#### 4 Execute the Move

Click the **Move X user(s)** button to complete the operation.

### Move Users Back to Domain

To move a user out of an organisation back to the domain (unplaced state), follow the same steps but select “**Domain**” as the destination.

**Important:** A user moved back to the domain loses access to the application entirely. They will see a “Not allowed” page when trying to log in until they are placed in an organisation again and granted roles.

### Grant Roles to Organisation Users

#### 1 Navigate to the User

Go to **Organisations**, click on the organisation, then click on the user row.

#### 2 Edit Roles

Click the edit icon in the user detail header. The role selection dropdown will appear with available roles.

**3**

## Select Roles and Submit

Click the multiselect dropdown and choose roles (e.g. **Administrator**, **Technician**). Click **Submit** to save.

**Note:** The available roles for organisation users are *Administrator* and *Technician*. Alfen-level roles are not available when editing organisation users. See [section 4](#) for details on the role system.

## Search for Users

The **Users** page includes a search field where you can find users by email or name across all organisations and the domain. This is useful for locating a specific user before performing operations like moving or role assignment.

## 4. Role System & Constraints

Eve Control has two tiers of roles with strict separation rules to maintain platform security.

### Available Roles

Role	Level	Who Can Be Assigned
<b>Administrator</b>	Organisation	Users within an organisation
<b>Technician</b>	Organisation	Users within an organisation
<b>Alfen Administrator</b>	Alfen (platform)	Users in the domain only
<b>Alfen Technician</b>	Alfen (platform)	Users in the domain only

### Role Constraints

- 1 Alfen Roles Cannot Be Assigned to Organisation Users**

When editing roles for a user within an organisation, the Alfen-level roles (Alfen Administrator, Alfen Technician) are not available in the role selection dropdown. This applies even when an Alfen admin is performing the role assignment.
- 2 Organisation Roles Cannot Be Viewed by Customers**

Customer users currently cannot access the roles management endpoint. If they attempt to access role-related functionality, they receive an access denied response.
- 3 Moving Alfen Users to Organisations**

When an Alfen user with Alfen roles is moved from the domain to an organisation, their Alfen roles should be removed. This prevents organisation-level users from having platform-level privileges.

### Assigning Alfen Roles to Domain Users

To grant Alfen-level roles to a user in the domain:

1. Navigate to **Users** and search for the user
2. Click on the user to open their detail panel
3. Click the edit icon in the header
4. In the multiselect dropdown, select **Alfen Administrator** and/or **Alfen Technician**
5. Click **Submit**

## 5. Firmware Management

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Alfen admins manage the firmware library and control which organisations can access each firmware version. Organisations can only update their chargers with firmware they have been granted access to.

### Upload Firmware

#### 1 Navigate to Firmware

Click **Firmware** in the left sidebar to open the firmware management page.

#### 2 Upload a File

Click the **Upload** button and select a firmware file (. fwi format). The firmware will appear in the firmware list after upload.

### Grant Organisation Access to Firmware

After uploading, you must explicitly grant organisations access to the firmware before they can use it.

#### 1 Open the Firmware Entry

Click on the firmware in the list to open its detail page.

#### 2 Assign to Organisation

Go to the **Access management** tab. Click **Assign to**, select the target organisation from the dropdown, and click **Select**.

**Workflow:** Upload firmware → Grant access to organisations → Organisation users can then select the firmware from their charger's Firmware tab to initiate an update.

### Delete Firmware

To remove a firmware version from the platform, navigate to **Firmware**, click the trash icon next to the entry, type delete in the confirmation dialog, and click **Confirm**.

## 6. Entity Assignment

When logged in as Alfen admin, newly created entities (tokens, token groups, locations) exist at the platform level. They must be explicitly assigned to an organisation to become visible and usable by that organisation's users.

### The Access Management Tab

When logged in as an Alfen admin, entity detail pages include an **Access management** tab. This tab contains an **Assign to** button with a dropdown listing all available organisations.

**How it works:** Create the entity as you normally would (e.g. create a token, location, or token group), then open the entity, go to the *Access management* tab, and assign it to the target organisation. Customer users do not see this tab.

### Assignable Entity Types

Entity	How to Create	How to Assign
<b>Local Token</b>	Navigate to Local Tokens, create as normal	Open token → Access management → Assign to
<b>Local Token Group</b>	Navigate to Local Token Groups, create as normal	Open group → Access management → Assign to
<b>Location</b>	Navigate to Locations, create with address details	Open location → Access management → Assign to
<b>Firmware</b>	Navigate to Firmware, upload file	Open firmware → Access management → Assign to

### Typical Workflow: Setting Up a New Organisation

When onboarding a new customer, an Alfen admin typically performs these steps:

1

#### Create and Activate the Organisation

Create the organisation, then activate it (see [section 2](#)).

2

#### Move User(s) to the Organisation

Search for the customer's user account(s) and move them into the new organisation (see [section 3](#)).

3

#### Assign Roles

Navigate to the organisation, open each user, and assign appropriate roles (e.g. Administrator).

4

#### **Optionally Pre-Create Entities**

If needed, create tokens, token groups, or locations and assign them to the organisation. The customer can also create these entities themselves once they have access.

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#### **Grant Firmware Access**

Assign relevant firmware versions to the organisation so their users can update chargers.

## 7. Cross-Organisation Visibility

Alfen administrators have platform-wide visibility that goes beyond what any single organisation user can see.

### What Alfen Admins Can See

Page	Customer User Sees	Alfen Admin Sees
<b>Organisations</b>	"Not allowed"	All organisations, their users and details
<b>Users</b>	Users in own organisation	All users across all organisations and the domain
<b>Charging Stations</b>	Chargers in own organisation	All chargers across all organisations
<b>Locations</b>	Locations in own organisation	All locations across all organisations
<b>Local Tokens</b>	Tokens in own organisation	All tokens across all organisations
<b>Local Token Groups</b>	Groups in own organisation	All groups across all organisations
<b>Firmware</b>	Firmware their org has access to	All firmware files on the platform

**Note:** This cross-organisation visibility enables the Alfen admin to perform entity assignments, user management, and troubleshooting across the entire platform.

### Cross-Organisation Entity Management

Because Alfen admins can see all entities, they can also:

- Add tokens to token groups across organisations
- Link token groups to locations across organisations
- Add chargers to locations across organisations
- Delete entities from any organisation
- Reboot or manage any charger on the platform

## 8. Admin vs Customer Comparison

A complete overview of what each user type can and cannot do in Eve Control.

Capability	Customer	Alfen Admin
View own organisation's entities	Yes	Yes
View other organisations' entities	No	Yes
View the Organisations page	No	Yes
Create / activate / delete organisations	No	Yes
Move users between organisations	No	Yes
Move users to / from domain	No	Yes
Assign roles to organisation users	No	Yes
Assign Alfen-level roles	No	Yes (domain users)
Upload firmware	No	Yes
Grant firmware access to organisations	No	Yes
Assign entities to organisations	No	Yes
Create entities at platform level	No	Yes
Delete entities across organisations	No	Yes
Claim chargers	Yes	Yes
Manage tokens, locations, chargers	Own org	All orgs
Manage backoffice connections	Own org	All orgs
Manage OCPP configuration	Own org	All orgs
Reboot chargers	Own org	All orgs