



Best Practices: The Difference between Accounts, Contacts, Employees & Users

This diagram highlights the key functional differences and use cases for accounts, contacts, employees and users.

Features	Accounts	Contacts	Employees	Users
Location	Accounts Tab	Contacts Tab	Employees Tab	Employees Tab (employee record)
Record Type Definition	A business level contact related to the job.	An individual contact working for or related to the business account.	Any person employed at your company.	An employee who has been enabled as a user for login access to Assured JobCheck.
Features:	<ul style="list-style-type: none"> • Tier 1 business contact. • Account Feed. 	<ul style="list-style-type: none"> • Tier 2 business contact. • Contact Feed. 	<ul style="list-style-type: none"> • Tier 1 employee contact. • Can be scheduled. 	<ul style="list-style-type: none"> • Tier 2 employee contact. • Chatter Feed & Profile. • Can be scheduled.
Examples	<i>Customer (policyholder), Insurance Company, Sub Trade Vendor.</i>	<i>Main (policyholder) Contact, Adjuster, Independent Agent.</i>	<i>Administrator, Project Manager, Estimator, Field Technician.</i>	<i>Same as Employees.</i>
Login Access	✗ Not Applicable	✗ Not Applicable	✗ Not Applicable	✓ Enabled
Job Feed @mention	✗ Not Applicable	✗ Not Applicable	✗ Not Applicable	✓ Enabled
Mobile / Email Notifications	✗ Not Applicable	✗ Not Applicable	✗ Not Applicable	✓ Enabled
Event Assignment	✗ Not Applicable	✗ Not Applicable	✓ Enabled	✓ Enabled
Work Order Assignment	✓ Enabled <i>(Sub-Contractor accounts only.)</i>	✗ Not Applicable	✓ Enabled	✓ Enabled
Task Assignment	✗ Not Applicable	✗ Not Applicable	✓ Enabled	✓ Enabled