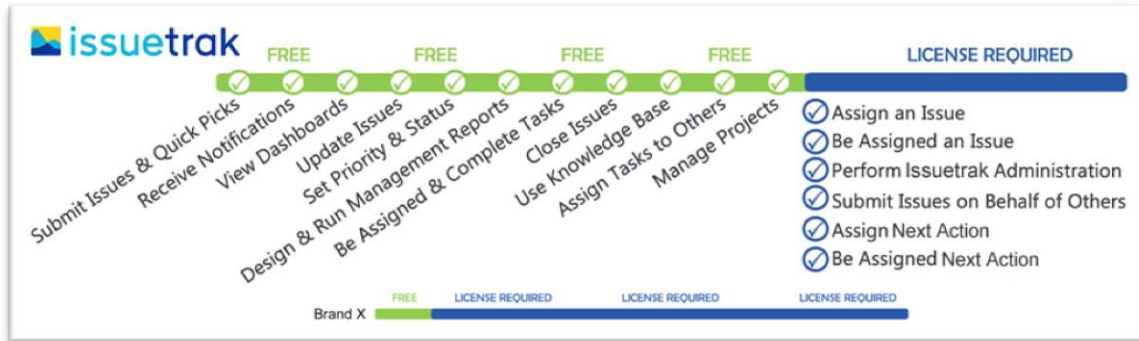# free capabilities

issuetrak

Get the most FREE User capabilities with Issuetrak!

*An **Issue** is the primary unit of work in Issuetrak and may include multiple tasks. A **Task** is a small, discrete unit of work belonging to an issue and commonly represents steps in a process, workflow, or standard procedure.*

Issuetrak gives **50+ FREE Permissions** to empower your end users, plus unlimited FREE end users!*

some free user permissions:

- Submit Issues/Use Quick Pick Templates
- Edit or Close Issues
- Set Issue Priority or Severity
- Set Issue sub-status
- Change Response Time
- Check Issue status via Web
- View Assignment information
- Receive automatic email notifications
- Be assigned and complete Tasks
- Update Tasks and Notes

- Add Notes, even on closed Issues
- Read and write private Notes
- Enter Labor Hours
- View private fields
- Use the Knowledge Base
- Edit Knowledge Base Articles
- View private Knowledge Base Articles
- Run Summary Management reports
- Design and manage Reports
- Manage Projects or Surveys

free menu options include:

- Submit Issues
- Knowledge Base/FAQs
- Search Issues/Lookup Issue #
- Dashboard

- Projects
- Reports
- Calendar

*Empowered end users are available in the Issuetrak Support model. The Issuetrak Team model does not include free users.