OperationsIP

OIP-GDE-012 · Version 1.0 · Effective 1 December 2026

Team, Roles and User Limit Guide

Your team is everyone who signs in: the Owner, Admins and Staff. There's no limit on users.

DOCUMENT	VERSION	EFFECTIVE	OWNER	NEXT REVIEW
OIP-GDE-012	1.0	1 December 2026	Director	December 2027

Guide · Feature guides

1. Add a user

1. Open Team and tap Add user
2. Enter their name, email and mobile
3. Choose Staff or (Owner only) Admin
4. Tap Add user. They join when they create an account with that email

2. How users are billed

- Your plan includes your first 10 users
- Each user after 10 is added to your bill, with no limit
- Active, inactive, archived and invited users all count, because their records are kept
- Remove people who have left to stop paying for them

3. Inactive, archive and remove

Action	What happens	Counts towards limit
Mark inactive	They can't sign in. Everything is kept. You can make them active again	Yes
Archive	Hidden from your lists and can't sign in. Everything is kept	Yes
Remove	Login and contact details are deleted. Timesheets and job history stay under Former staff. Can't be undone	No

Work records are kept when you remove someone because employers must keep them by law (7 years in Australia).

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