



U.S. General  
Services Administration



# GO.gov User Roles and Permissions

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The following roles and associated definitions are standard across all federal agencies. If you have questions regarding role responsibilities or permissions, please contact your Customer Experience Manager (CEM).

## Roles

### Traveler

The Traveler can book trip reservations, create, edit, and submit travel requests to conduct mission-essential government business away from a permanent duty station. Upon return, Travelers can create and submit expense reports for reimbursement.

### Travel Arranger

The Travel Arranger acts as a delegate to book trip reservations. This user can create, modify, and submit travel requests, as well as create expense reports on behalf of another user, including invitational Travelers.

The Travel Arranger is directly assigned within a Traveler's profile. Assignment is restricted to the same user group as the Traveler.

### Approver

The Approver approves or rejects travel requests and expense reports based on a mission-essential need to travel and adherence to federal and agency travel policies. This may include verifying that funds are available and that the correct accounting codes are assigned to the travel request or expense report. For agencies that only have one approval level, this role may also serve as the "Funds Certifier".

### Funds Certifier

The Funds Certifier approves or rejects travel requests and expense reports based on the financial data of the document. This includes verifying that funds are available and that the correct accounting codes are assigned to the travel request or expense report. Routing to this

user is an optional step in the approval process, as this role's responsibilities may also be completed via financial management integration.

## Auditor

The Auditor reviews and audits travel requests and expense reports. This user may leverage the Processor (Read-Only) and Verify (Pre-Payment Audit) permissions to complete their duties. This role is read-only, apart from approving or rejecting receipt exceptions within Verify.

An Auditor can be assigned to one or more user groups and can view travel requests or expense reports for any Traveler within those assigned user groups.

## Third-Party Auditor

The Third-Party Auditor is an outside party (non-federal) with read-only access who conducts audits of travel requests and expense reports. This user may leverage the Processor (Read-Only) permission to complete their duties.

A Third-Party Auditor can be assigned to one or more user groups and can view travel requests or expense reports for any Traveler within those assigned user groups.

## Travel Administrator

The Travel Administrator is an agency, department, or bureau-level system administrator. This user may leverage the Processor (Read-Only) and Verify permissions to complete their duties. This role is read-only, apart from approving or rejecting receipt exceptions within the optional Verify permission.

A Travel Administrator can be assigned to one or more user groups and can view travel requests or expense reports for any Traveler within those assigned user groups.

## Proxy Administrator

The Proxy Administrator leverages the Proxy permission to review, edit, and submit travel requests and expense reports on behalf of another user, including invitational travel. This user cannot book travel on behalf of another user.

A Proxy can be assigned to one or more user groups and can act on behalf of any Traveler within those assigned user groups.

## Senior Travel Administrator

The Senior Travel Administrator is an agency-level system administrator that is assigned the highest permissions and has the ability to take action on behalf of another user. These actions

include approving, rejecting, or updating travel requests and expense reports. This user may leverage the Processor, Proxy, and Verify permissions to complete their duties.

A Senior Travel Administrator can be assigned to one or more user groups and can act on behalf of any Traveler within those assigned user groups.

## Ethics Official

The Ethics Official is designated by the head of an agency to administer the provisions of Title I of the Ethics in Government Act of 1978, as amended, and 5 C.F.R. part 2634 within an agency. This user acts as an Approver in the system, although routing to this user is an optional step in the approval process.

## Report Viewer

The Report Viewer runs and exports pre-built standard reports for agency travel and expense documents. This role is read-only and requires a software license.

## Report Author

The Report Author creates ad hoc reports, conducts day-to-day analysis of travel and expense data, and shares new ad hoc reports with other reporting users. This is an advanced role, requires a software license, and only recommended for users who complete the Report Author GO.gov training.

## Service Desk: Portal User

The Service Desk Portal User can search the knowledge base for helpful articles, including content specific to their agency. They can create a Service Desk ticket for an issue they are experiencing and track it to resolution, as well as interact with Miles, the GO.gov Service Desk chatbot. This role's access comes standard with the creation of a GO.gov Traveler account.

## Service Desk: Agency Viewer

The Service Desk Agency Viewer can view all Service Desk tickets within a specific agency. A Service Desk Agency Viewer can be assigned to one or more agencies.

## Agency/Organization Program Coordinator (AOPC)\*

The AOPC is the primary liaison designated by an agency/department to administer the SmartPay card program.

## Reasonable Accommodation Official\*

The Reasonable Accommodation Official determines if reasonable accommodations for travel should be granted to a Traveler.

## Senior Legal Official\*

The Senior Legal Official provides legal advice and representation to agency officials while ensuring implementation of the agency's statutory responsibilities (with exception of certain legal activities of the Office of Inspector General and the Civilian Board of Contract Appeals). This role is optional.

\*This user completes their responsibilities outside of the GO.gov platform.

## System Permissions

### Proxy

The Proxy permission allows a user to review, modify, and submit travel requests and expense reports on behalf of another user. A Proxy cannot book travel on behalf of another user.

A user granted the Proxy permission is assigned to one or more user groups and can act on behalf of any Traveler within those assigned user groups.

### Processor

The Processor permission allows a user to run ad hoc queries to generate real-time reports. Users with this permission can search for, view, modify, approve, or reject travel requests and expense reports on behalf of another user.

A user granted the Processor permission is assigned to one or more user groups and can act on behalf of any Traveler within those assigned user groups.

### Processor (Read-Only)

The Processor (Read-Only) permission allows a user to run ad hoc queries to generate real-time reports. Users with this read-only permission can search for and view requests and expense reports on behalf of another user.

A user granted the Processor (Read-Only) permission is assigned to one or more user groups and can view travel requests and expense reports on behalf of any Traveler within those assigned user groups.

## Verify (Pre-Payment Audit)

The Verify (Pre-Payment Audit) permission allows a user to view and access the Reports Pending Audit Review page to certify policy and receipt exceptions as part of the pre-payment audit process. This permission is typically paired with the Processor (Read-Only) permission to allow for a complete review of an expense report.

A user granted the Verify (Pre-Payment Audit) permission is assigned to one or more user groups and can review and/or audit expense reports on behalf of any Traveler within those assigned user groups.

## Role and System Permission Mapping

GO.gov Role Title	GO.gov System Permission(s)
Traveler	Travel, Request, and Expense User
Travel Arranger	Delegate
Approver	Approver
Funds Certifier	Approver (optional)
Auditor	Processor (Read-Only), Verify (Pre-Payment Audit)
Third-Party Auditor	Processor (Read-Only)
Travel Administrator	Processor (Read-Only), Verify (Pre-Payment Audit)
Proxy Administrator	Proxy
Senior Travel Administrator	Approver, Processor, Proxy, Verify (Pre-Payment Audit)
Ethics Official	Approver ( <i>conditional route</i> )
Report Viewer	Report User License
Report Author	Report Author License
Service Desk Portal User	Portal User
Service Desk Agency Viewer	Agency Viewer
Agency/Organization Program Coordinator (AOPC)*	N/A
Senior Legal Official*	N/A
Reasonable Accommodation Official*	N/A

\*This user completes their responsibilities outside of the GO.gov platform.