Set up companies, teams, and locations

Maintain organization records and verify user and assignment relationships.

https://docs.qintoravacloud.com/guides/organization/

Configure organization foundation records

1. Open **Find a workspace → Organization foundation**. Confirm that the correct company, locations, departments and cost centers exist before linking users or assets.
2. Open **Users** and select the intended person. Verify company and department plus location or cost-center values where required. Match the identity with a stable user key.
3. Use **Groups**, **Roles**, **Group memberships**, or **Role memberships** for the intended assignment. Check active status and the tenant before granting a role. Review the underlying user form and record access guide as needed.
4. Open a relevant work item and confirm the new user or group is eligible in the assignment lookup. Verify permissions with the affected role.

Diagnose assignment and directory issues

An empty assignee lookup can indicate an inactive user, missing group membership, incompatible organization, or access restrictions. For directory-managed profiles, check the last provisioning run and mapping before editing the record manually. Compare the affected list and one known valid assignment before applying a broad change.