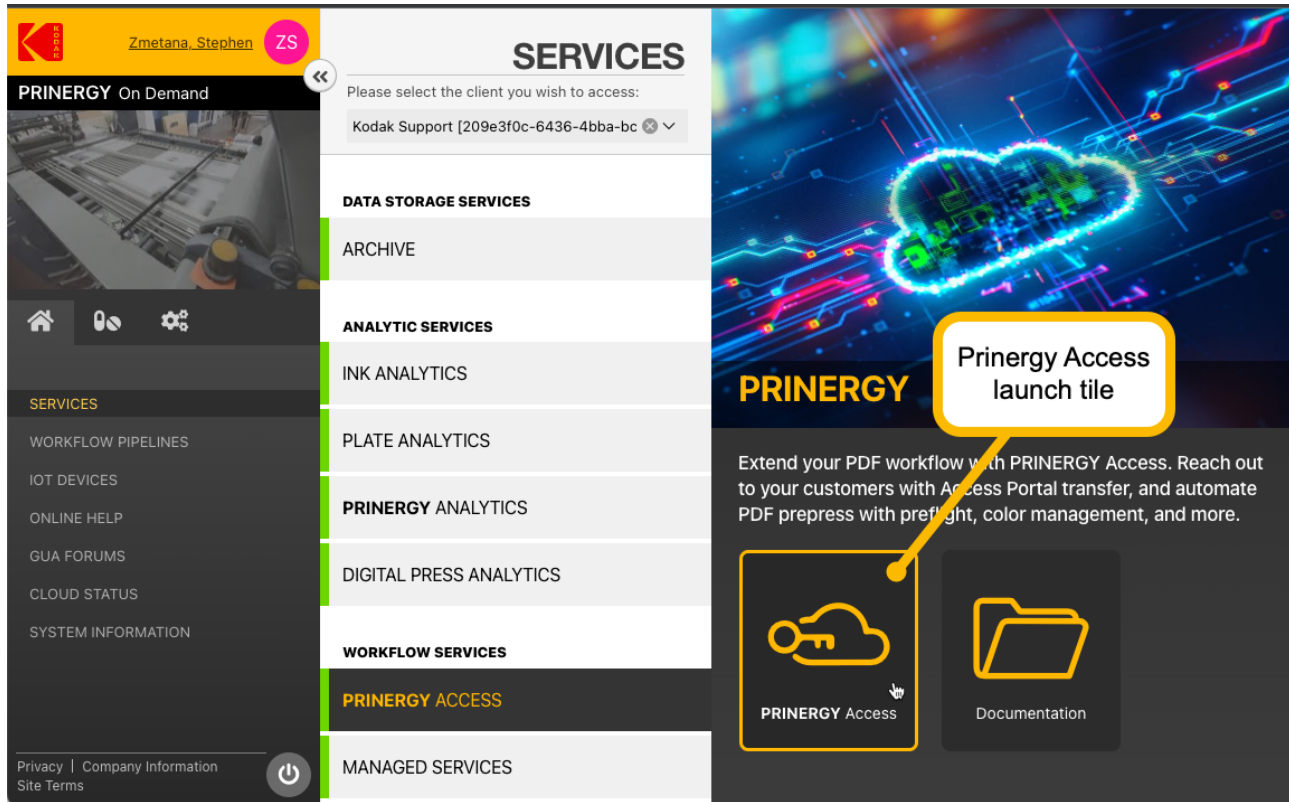# Launching PRINERGY Access

PRINERGY Access is normally launched from the **Services** pane in the **Home** 🏠 (Services View) tab of PRINERGY Portal.
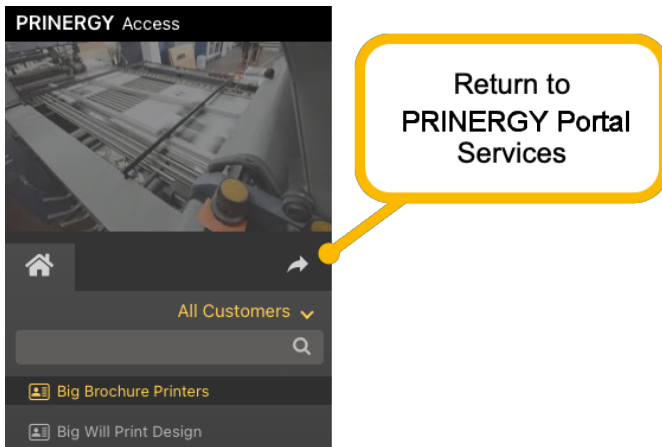

Select **PRINERGY Access** under **Workflow Services**, then click on the **PRINERGY Access launch tile** to open PRINERGY Access.

Access opens in a new window focused on workflow and hides the original Home, Resources and Administration tabs.

It is recommended to always **right click** on the **launch tile** and choose **Open Link in New Tab**, to launch PRINERGY Access in a new tab and leave the PRINERGY Portal window as is. This way, you can retain quick access to Home, Resources or Administration tabs in PRINERGY Portal for quick workflow or user configuration.

If you did not launch Access in a new tab and need to do workflow or user configuration, you can return to the PRINERGY Portal Services/Resources/Administration tab by clicking on the **Log into PRINERGY Portal** arrow ↱ on the right side of the Home tab.

What you see when PRINERGY Access launches depends on your **User Role** permissions and selections.

- PRINERGY Access opens in **Jobs View**.
- If you are a **Staff User**, you can view and access all Customer Jobs.
- If you are a **Staff User**, you can choose to view only certain Customers by default when Access launches, by adding yourself to the **Customer CSR** list.
    - You do this by selecting the **Customer** from the **Customers** list under the **Administration** tab and choosing **Edit...**
    - Select the **Customer CSR** menu and select the checkbox beside your name in the **CSR Name** list.
    - When Access launches, this customer will now appear in the default **My Customers** view.
    - You can always view other customers by selecting the **All Customers** view from the drop-down menu in the Access **Home** tab.
- If you are a **Staff User**, you can choose which Default Landing Page you would like to open with:
    - **Default (Services view)** in PRINERGY Portal
    - **Resources** tab in PRINERGY Portal
    - **Administration** tab in PRINERGY Portal
    - **PRINERGY Access** Jobs View
- If you are **Customer User**, you will directly open into PRINERGY Access **Jobs View** and only your company's jobs will be visible. Customer Users are unable to view PRINERGY Portal Analytics Services.

See Managing Jobs