

# 71IT - The Admin Roadmap

## Top 20 Questions & Answers

### 1. Q: Is Admin Center a paid app?

A: Admin Center is available as part of the Business, Enterprise and Premier plans.

### 2. Q: Is bridge a premium or is it open to all?

A: Bridge is available in preview for Business, Enterprise, and Enterprise Premier customers until January. After that it will be available to Enterprise and Enterprise Premier.

### 3. Q: Do you have a list of the applications that Bridge works with?

A: This is some additional information the requirements and current integrations [Bridge - System Requirements Help Article](#) and [Bridge Documentation \(public\)](#).

### 4. Q: Do Smartsheet Gov users have access to these great enhancements by any chance?

A: We have a roadmap to get all these great enhancements into Smartsheet Gov.

### 5. Q: Where can I get a copy of this presentation?

A: The deck is in this same session page to the left of the chat window. Sessions and content will be available on demand on this platform, Evia, through October.

### 6. Q: After January, Bridge will be a paid app for Enterprise plans or included?

A: Bridge will be a paid add-on to Enterprise and Enterprise Premier Plans

### 7. Q: Do you need Control Center or WorkApps to use Bridge?

A: No, Bridge can be used independently of Control Center and WorkApps

### 8. Q: Is WorkApps a premium application?

A: During the WorkApps preview period, you can build and customize apps to meet your business needs, and then share them with your stakeholders. After the preview period ends, you will still own your underlying Smartsheet data — your sheets, reports, dashboards, and forms — that make up your solution. When WorkApps becomes generally available in early January

- 9. Q: Can WorkApps be used with premium apps like dynamic view?**  
A: Yes! A Dynamic View can be an asset within a WorkApp. We actually demonstrate this in our session later today: Building Mission-Critical Solutions and Applications.
- 10. Q: Who in my company should be a licensed user?**  
A: Licences should be allocated to whoever needs to create work, more details can be found here: <https://help.smartsheet.com/articles/520100-user-types>
- 11. Q: How do I connect to a directory system?**  
A: As of now, we can integrate with Azure Active Directory, however, we are working on getting additional directory integrations online! If you are interested in connecting with your Azure Active Directory, connect with your Customer Success representative.
- 12. Q: How do I get Event Reporting?**  
A: To enable Event Reporting, we recommend reaching out to your Account Manager to discuss pricing and options!
- 13. Q: How do I access the Admin Center?**  
A: In order to access the Admin Center, you will first need to be designated with System Admin privileges. From there, the Admin Center is available to you via the account button in the top right corner of Smartsheet. For more information, look at this help article: <https://help.smartsheet.com/articles/2481889-admin-center-overview>
- 14. Q: When I decline a license request, can the user notification be turned off?**  
A: Not at this time. We will consider this request as we continue to develop this capability.
- 15. Q: You mentioned the basic setting screen on the main Smartsheet account page will be transitioning over to a new screen/tab as part of the new Admin Center experience eventually - Will this also be the same for our users in the future or will they continue to access their settings from the basic setting screen on their homepage?**  
A: Great question. Only System Admins will be able to access the Admin Center. Your users will not notice any change.
- 16. Q: If a user declines or ignores an invite to join our Enterprise account, does this affect their access if they have been shared to a sheet by anyone else in our organization?**  
A: No, it doesn't affect their access to a sheet shared to them by people in your organization.

**17. Q: Does User Merge replace the email address or does it set the new email address as primary and current as secondary?**

A: User merge marks the new email address as primary and the current one as alternate/secondary. Thus, both email addresses are tied to the user's account.

**18. Q: When users request licenses, is it possible to grant them an unlicensed account rather than denying the original request and then granting them an unlicensed account by clicking Add User.**

A: As of now, it is not possible to do this from the license request page. You would either need to decline it and then add them in manually, or grant them a license and then remove it in the user management page.

**19. Q: Will there be an upcoming feature that will let us/our users choose to change**

**the ownership of multiple sheets/reports/dashboards to multiple other users all at once? This would be a very useful tool.**

A: "This is something that is being worked on. As of now, sheets can be transferred one at a time or in bulk (all items owned by a user).

One alternative to this is to have a workspace owner transfer Smartsheet items (they need to have admin or owner permissions on those items) out of and back into a workspace of which they are an owner. You can find step by step instructions here:

<https://help.smartsheet.com/articles/506692-transfer-ownership-of-a-workspace#toc-change-ownership-of-smartsheet-items>"

**20. Q: Why does transfer Owned Items by user does not let me choose what specific sheet/item to transfer**

A: Transfer owned items transfers all items owned for a user, for scenarios where you plan to remove the user's license or the user has left the company.