



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# Digital Channels Administrator's Guide

About Digital Channels Admin

8/1/2025

---

## Contents

- [1 Get Started with Digital Channels Administrator](#)
- [2 Access Digital Channels Admin](#)

---

Find out how to get started with Digital Channels Admin.

**Related documentation:**

- 

## Get Started with Digital Channels Administrator

Digital Channels Administrators have full access to the admin settings for Digital Channels, which includes the ability to manage:

- PII
- Standard Responses
- Field Codes
- Custom Variables
- API Keys
- Tenant Settings
- SMS keywords

## Access Digital Channels Admin

Log in to your Genesys Portal to access Digital Channels Administrator. Click the Digital Channels Administrator icon and enter your username and password.



### Important

To access Digital Channel Admin interface, the agent must belong to *Administrators* or *Nexus Administrators* access groups.