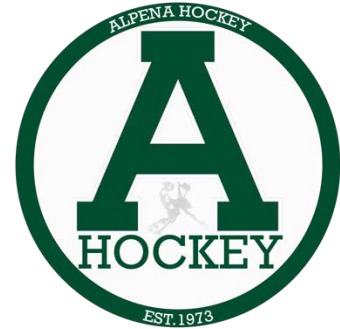


Crossbar Primary User Policy

Purpose

The purpose of this policy is to establish clear ownership and management responsibilities for participant accounts by designating a single Primary User for each participant.



Policy

1. Primary User Designation

- Each participant account must have one (1) designated Primary User at all times.
- The Primary User serves as the primary account manager and is identified within the application by a filled star icon.
- The Primary User is the first one to register a participant..

2. Primary User Responsibilities and Permissions

The Primary User has the authority to:

- Add additional authorized users (e.g., parents, guardians, or other approved individuals) to the participant's account.
- Remove authorized users from the participant's account.
- Transfer Primary User status to another authorized user associated with the participant.

3. Secondary User Permissions

Users who are not designated as the Primary User are considered Secondary Users. Secondary Users may:

- View and manage the participant's information as permitted by their assigned role.
- Remove themselves from the participant's account.

Secondary Users may not:

- Add additional users to the participant's account.
- Remove other users from the participant's account.
- Transfer Primary User status.

4. Transfer of Primary User Status

The Primary User may transfer Primary User status to another authorized user who is already associated with the participant. Upon completion of the transfer:

- The newly designated user assumes all Primary User permissions and responsibilities.
- The previous Primary User becomes a Secondary User unless otherwise removed from the participant.

5. Removal of the Primary User

A Primary User may not remove themselves from a participant account while designated as the Primary User. Before removing themselves, they must first transfer Primary User status to another authorized user.

6. Compliance

To maintain account integrity and ensure clear ownership, all participant accounts must maintain a designated Primary User. Failure to do so may prevent certain account management actions until a new Primary User is assigned.