



FEATURE DOCUMENTATION

Administration

Add people and service accounts, create API keys, manage groups and access, set up sites, email senders and AI chat budgets, and copy dashboards between sites.

Screenshots use sample data for a company called Acme Retail.

For members of the Admin group. The Analyze and AI guide covers what everyone else uses day to day.

Contents

About this guide	3
What this guide helps you do	3
The two areas of Groundzero	3
How to read this guide	4
1 Getting around the admin area	5
1.1 Open the admin area	5
1.2 Use the side menu	5
1.3 A typical setup, step by step	6
2 Users, service accounts and API keys	7
2.1 See and search users	7
2.2 Add a person	7
2.3 Create a service account for an integration	8
2.4 Add many people from a file	9
2.5 Turn an account off or on	9
2.6 Put a person in groups	9
2.7 Reset or change someone's password	10
2.8 Delete a user	10
2.9 Create an API key	10
2.10 Troubleshooting	11
3 Groups	12
3.1 See the groups	12
3.2 Create a group	12
3.3 Add people to a group or remove them	12
3.4 Delete a group	13
3.5 Troubleshooting	13
4 Access Manager: give people access	14
4.1 How a policy is built	14
4.2 Examples	15
4.3 How Groundzero decides	15
4.4 What each permission means	16
4.5 Troubleshooting	16
5 Sites, theme and logo	17
5.1 Create a site	17
5.2 Choose a colour theme	17
5.3 Add a logo and a background image	18
5.4 Make runtime images available to a site	18
5.5 Delete a site	19
5.6 Troubleshooting	19

6	Email senders	20
6.1	Add a sender address	20
6.2	Remove a sender address	20
6.3	Troubleshooting	20
7	AI chat budgets	22
7.1	Set a budget for a person or a group	22
7.2	Remove a budget	23
7.3	Which budget applies to a person	23
7.4	What counts toward a budget	24
7.5	Troubleshooting	24
8	Billing	25
8.1	Read a monthly bill	25
8.2	Troubleshooting	25
9	Accounts	26
10	Deployment Manager	27
10.1	See the published dashboards	27
10.2	Copy dashboards to another site	27
10.3	Delete a published dashboard	28
10.4	Troubleshooting	28
11	Troubleshooting	29
11.1	Getting in	29
11.2	Finding and changing things	29
11.3	People cannot do something	29
11.4	Related guides	29

About this guide

What this guide helps you do

This guide is for administrators: the people who add users, give them access, set up sites and keep AI spending under control. Each chapter starts with a job you need to get done, gives you the steps, shows how to check that it worked, and lists what to do if it did not. Everything here needs membership of the Admin group.

I want to...	Go to
Find my way around the admin area	Chapter 1
Add a person, create a service account for an integration, or create an API key	Chapter 2
Put people into groups	Chapter 3
Let a group (or a person) use, edit or delete things, or stop them	Chapter 4
Create a site, choose its colours and logo	Chapter 5
Set up the addresses that notification emails come from	Chapter 6
Limit how much people spend on AI chat	Chapter 7
See the monthly bill	Chapter 8
Check our account details	Chapter 9
Copy published dashboards to another site	Chapter 10
Fix a problem	Chapter 11

Two other guides sit next to this one:

- **Groundzero feature guide: Analyze and AI** covers what everyone else uses day to day: visualizations, saved filters, dashboards, the AI chat assistant, AI agents, consumption metrics and account settings.
- The **Data** and **Build and Run** guides cover connections, the catalog, datasets, projects, notebooks and jobs.

The two areas of Groundzero

Groundzero has two kinds of address.

Area	Address pattern	Who uses it	What you find there
Admin area	admin.<client>.<domain>	Members of the Admin group	Everything in this guide
Site	<site>.<client>.<domain>	Everyone with an account	AI chat (the home page), Workspaces, Connections, Designer, DE/ML, Lakehouse, Catalog

If you open the admin area without admin rights, Groundzero shows a card titled **Access restricted** with the text "You are not authorized to view this page."

How to read this guide

- Button, tab and field names are in **bold**, exactly as they appear on screen.
- Values you type and fixed text use `monospace`.
- Screenshots use sample data for a company called Acme Retail. Names, numbers and dates are only examples.
- Tips show a faster or safer way to work. Notes explain something that is easy to miss. Warnings mark actions that cannot be undone or that cost money.

TIP

Work through chapters 2, 3 and 4 in order when you set up a new team: add the people, put them in a group, then give the group access.

1 Getting around the admin area

The admin area is where you manage people, access, sites, budgets, email senders, billing and account details. Open it at `admin.<client>.<domain>`.

1.1 Open the admin area

1. Go to your admin address and sign in.
2. If you see **Access restricted**, your account is not in the Admin group. Ask an existing administrator to add you (chapter 3).

The header shows only the Groundzero logo, a help icon and your account menu. You move around with the side menu on the left.

1.2 Use the side menu

The side menu starts collapsed, showing icons only. Choose **Expand sidebar** to show labels. It collapses again whenever you change page.

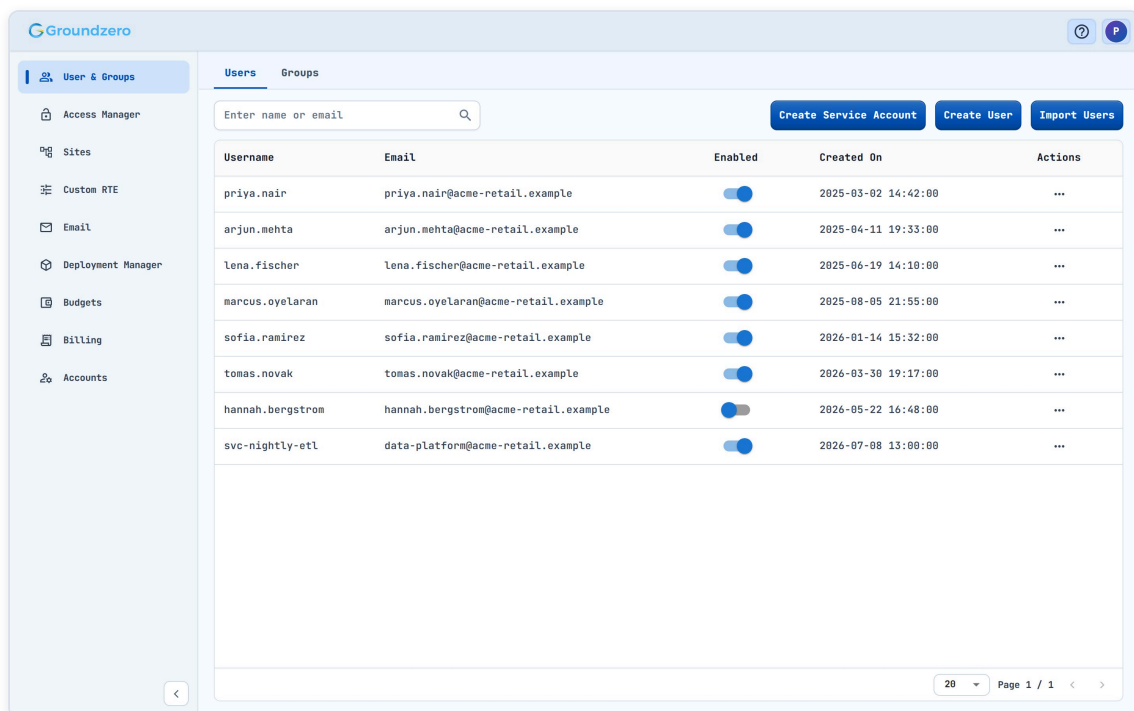


Figure 1. The admin area with the menu expanded.

Menu item	Use it to
User & Groups	Add people and service accounts, create API keys, manage groups (chapters 2 and 3)
Access Manager	Allow or deny what people and groups can do (chapter 4)
Sites	Create sites and set their theme, logo and background (chapter 5)
Custom RTE	Manage custom runtime images (see the Build and Run guide)
Email	Manage the addresses notification emails are sent from (chapter 6)

Menu item	Use it to
Deployment Manager	Copy published dashboards, jobs, notebooks and models between sites (chapter 10)
Budgets	Limit AI chat spending (chapter 7)
Billing	See the monthly bill (chapter 8). It is shown only for monthly subscriptions
Accounts	See your account details (chapter 9)

1.3 A typical setup, step by step

When you bring on a new team, you usually do these in order:

1. Create the site if it does not exist yet (chapter 5).
2. Add the people (chapter 2).
3. Put them in a group (chapter 3).
4. Give the group the permissions it needs, including **AI Chat** (chapter 4).
5. Set an AI chat budget for the group (chapter 7).

2 Users, service accounts and API keys

This chapter covers everything about the accounts that sign in to Groundzero: people, service accounts for integrations, and API keys.

2.1 See and search users

Open **User & Groups** and choose the **Users** tab.

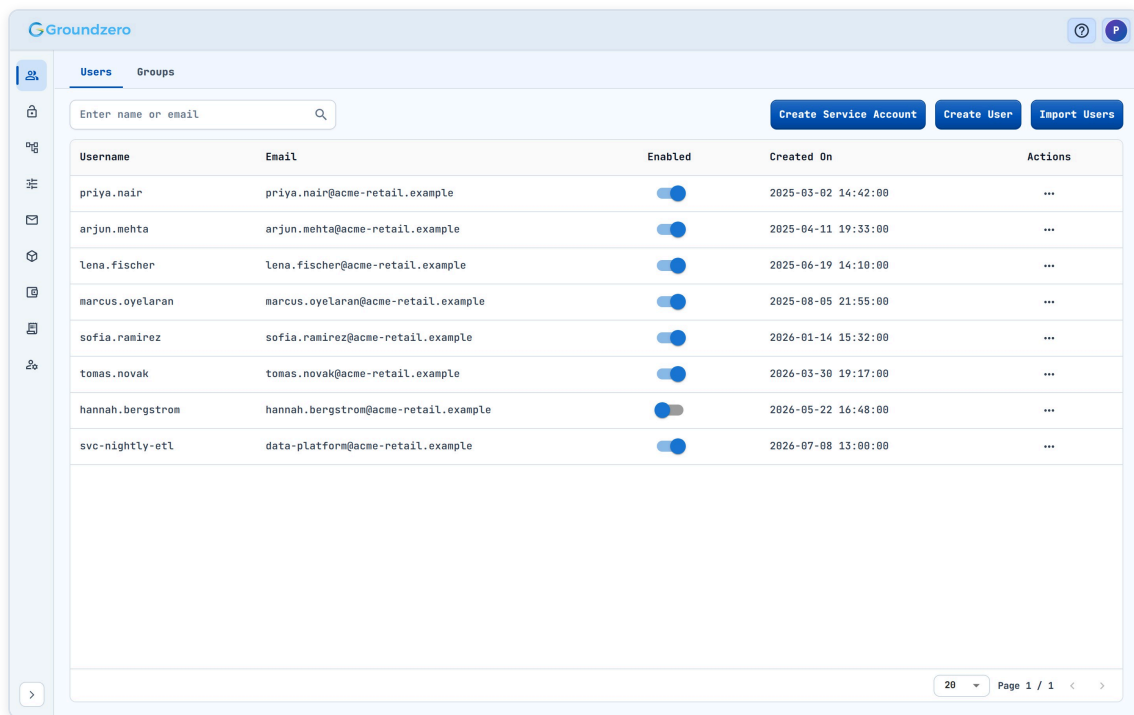


Figure 2. The Users tab.

The tab lists every user with **Username**, **Email**, **Enabled** (a switch), **Created On** and **Actions**. Search with **Enter name or email**. Type in lowercase, because the search is case-sensitive. Pages show 20, 50 or 100 rows.

2.2 Add a person

Outcome: the person gets an invitation email and can sign in.

1. Choose **Create User**.
2. Fill **Email Address**, **User Name** and **Site**. **Create** stays disabled until all three are filled.
3. Choose **Create**. The toast says "User created successfully".

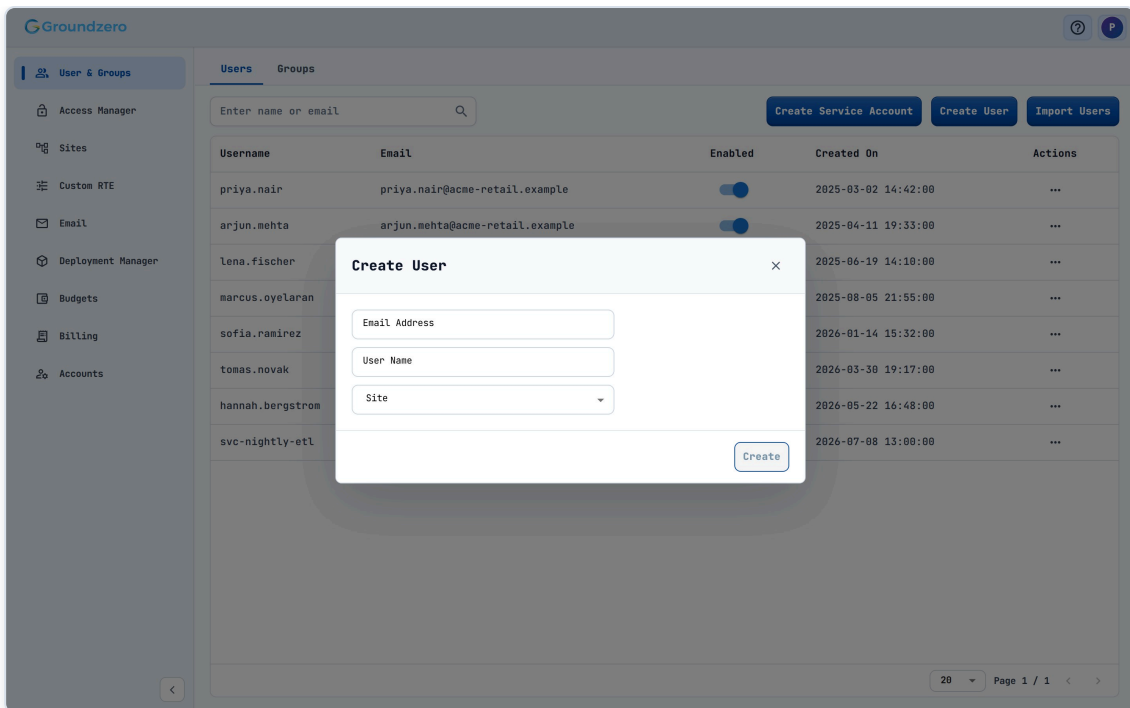


Figure 3. The Create User dialog.

What happens next: the person is added to the group that matches the site you chose and receives an invitation email with a temporary password. They sign in with that temporary password.

If it fails, the toast shows the reason or "Failed to create user".

TIP

After creating the person, add them to any other groups they need (see "Put a person in groups") and make sure those groups have the permissions they need (chapter 4). A new person cannot use AI chat until the **AI Chat** permission is granted.

2.3 Create a service account for an integration

A **service account** is a user that stands for a program rather than a person. It has a password you set and works well with API keys.

1. Choose **Create Service Account**.
2. Fill **Email Address**, **User Name** and **Site**, then **New Password** and **Confirm New Password**.
3. Make the password at least 12 characters, with an uppercase letter, a lowercase letter, a number and a special character. If the two do not match you see "Passwords do not match".
4. Choose **Create**. The toast says "Account created successfully".

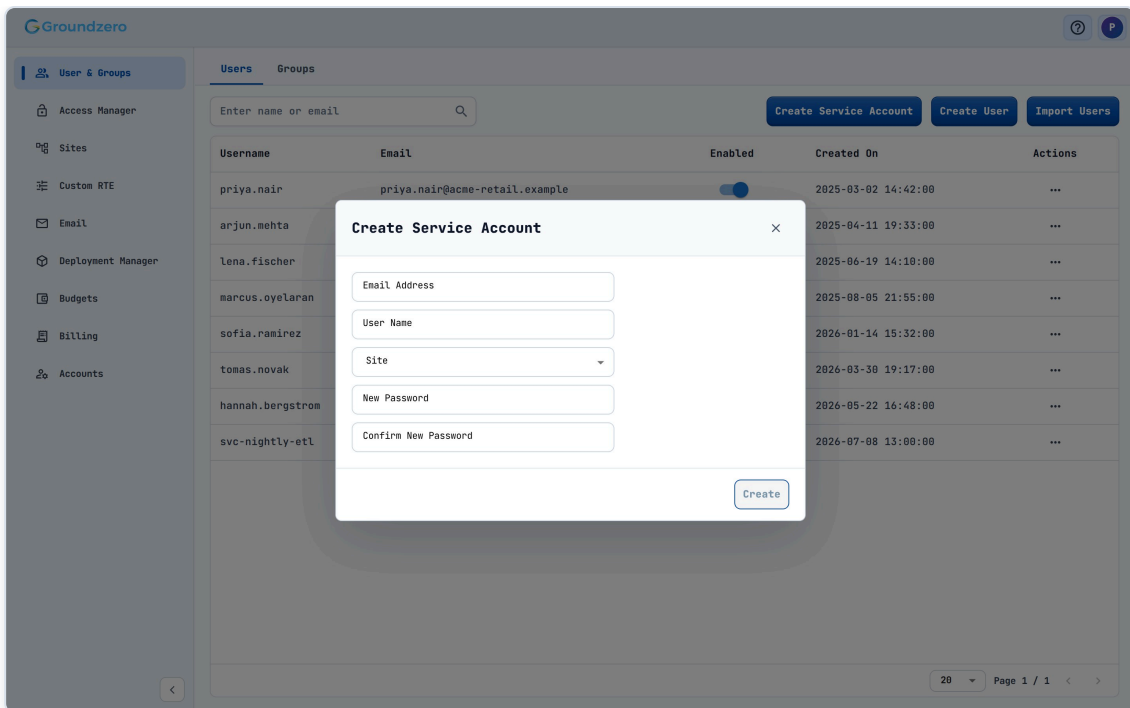


Figure 4. The Create Service Account dialog.

Then create an API key for it (see "Create an API key").

2.4 Add many people from a file

1. Choose **Import Users**.
2. Drop a CSV file (up to 100 MB) in the box. The file must follow the Amazon Cognito user-import template.
3. Choose **Import File**. Groundzero shows "Importing started..." and checks progress every 10 seconds.
4. Wait for "File imported successfully!".

If something is wrong you see "Invalid file type. Allowed only CSV", "File size exceeds 100MB limit" or "Processing failed: <reason>". Fix the file and import again.

2.5 Turn an account off or on

Use the **Enabled** switch on the user's row. It takes effect at once, with no confirmation. A disabled person cannot sign in. Switch it back on to restore access.

2.6 Put a person in groups

1. On the user's row, open **Actions** and choose **Add user to groups**.
2. Move the groups you want into the right pane.
3. Choose **save**. It needs at least one group.

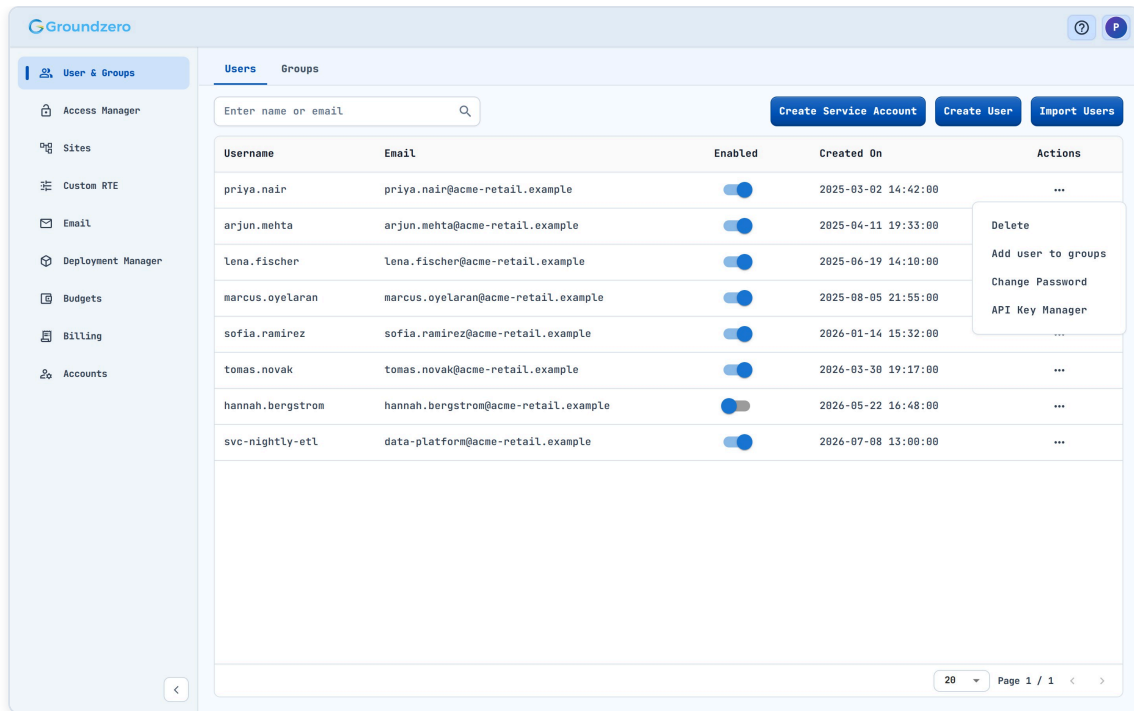


Figure 5. Row actions for a user.

This only adds membership. Removing a group from the right pane does not take the person out of a group they already belong to. To remove someone from a group, use the **Groups** tab (chapter 3).

2.7 Reset or change someone's password

1. On the user's row, open **Actions** and choose **Change Password**.
2. Enter a new password of at least 12 characters, including an uppercase letter, a lowercase letter, a number and a special character.
3. Confirm. The toast says "Password Changed successfully".

2.8 Delete a user

On the user's row, open **Actions**, choose **Delete** and answer "Are you sure you want to delete <user>?" with **Yes**. To keep the account but stop sign-in, use the **Enabled** switch instead.

2.9 Create an API key

Outcome: a secret key a program can use to sign in as that user or service account.

1. On the user's row, open **Actions** and choose **API Key Manager**.
2. Choose **Create API Key**.
3. Enter a **Purpose**, for example "Agent integrations". It is required ("Please enter a purpose").
4. Choose **Create API Key**. A green box shows the key once: "Copy it now. For security, it will not be shown again."
5. Choose the copy icon (toast "API key copied") and store the key somewhere safe.

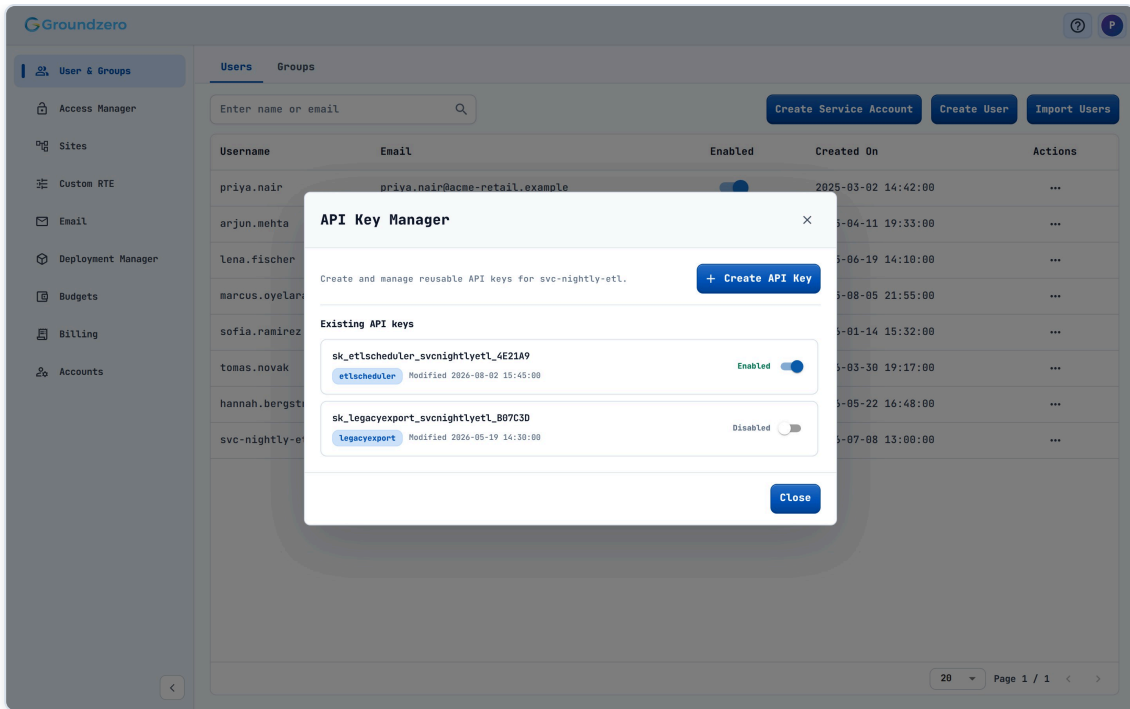


Figure 6. The API Key Manager.

Keys start with `sk_`. The program sends the key in the `Authorization` header, as `Authorization: Bearer sk_...`.

Each existing key shows a preview of its start, its purpose, when it was last changed and an **Enabled** or **Disabled** switch.

WARNING

Groundzero cannot show a key again, so a lost key cannot be recovered. Create a new one. Treat keys like passwords, and switch a key to **Disabled** if it may have leaked.

2.10 Troubleshooting

- **A person says they never got the invitation email.** Cause: the address may be mistyped, or the message was filtered. Fix: check the address in the Users tab and ask them to check their spam folder. Then reset their password (see above) and give them the new one.
- **Search finds nothing.** Cause: the search is case-sensitive. Fix: type the name or email in lowercase.
- **"Failed to create user".** Cause: the user may already exist, or a field is not valid. Fix: read the message in the toast, correct the field and try again.
- **"Passwords do not match".** Fix: type the same password in both boxes.
- **A person cannot use AI chat.** Cause: they have no **AI Chat** permission, or a Deny applies. Fix: see chapter 4.

3 Groups

A **group** is a named set of people. Giving access to a group is easier than giving it to each person (chapter 4), and you can put a budget on a group (chapter 7). Every site has a group with its name, and there is an **Admin** group for administrators.

3.1 See the groups

Open **User & Groups** and choose the **Groups** tab.

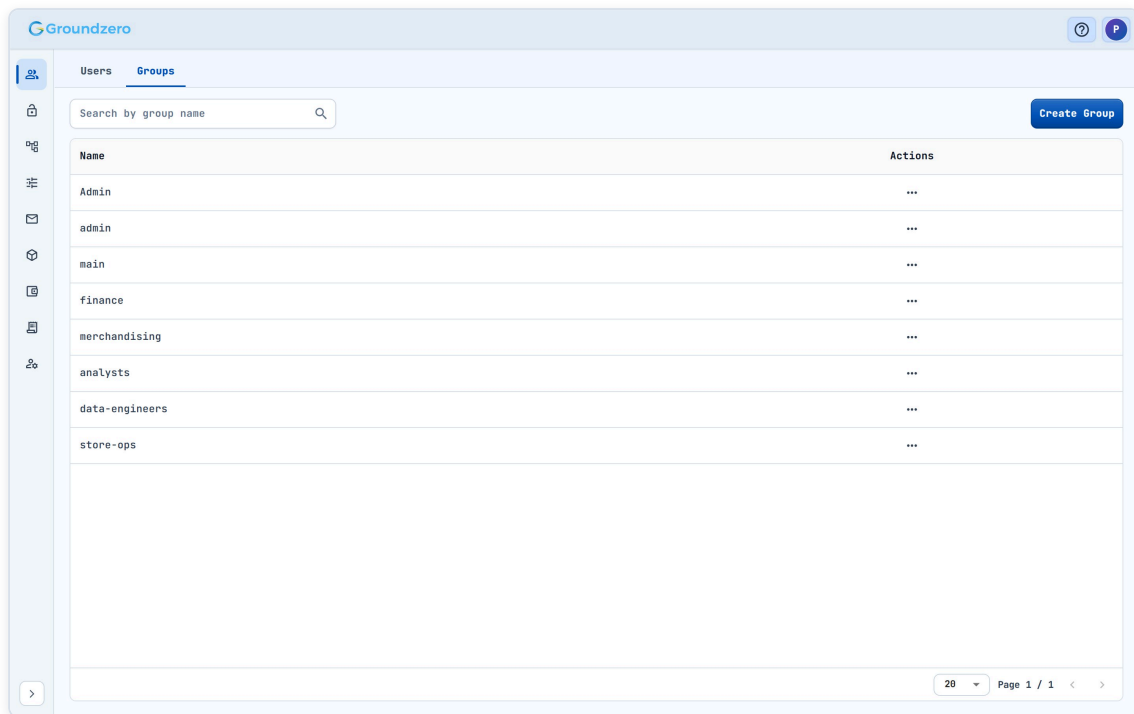


Figure 7. The Groups tab.

The tab lists every group: **Admin**, one per site and any groups you created.

3.2 Create a group

1. Choose **Create Group**.
2. Enter a **Group Name** and a **Description**.
3. Confirm.

How to check it worked: the group appears in the list. Groundzero shows no confirmation message.

3.3 Add people to a group or remove them

1. On the group's row, open **Actions** and choose **Add users to a group**.
2. The right pane lists the current members. Add people from the left.
3. Choose **Save**. The toast says "Group user list updated successfully".

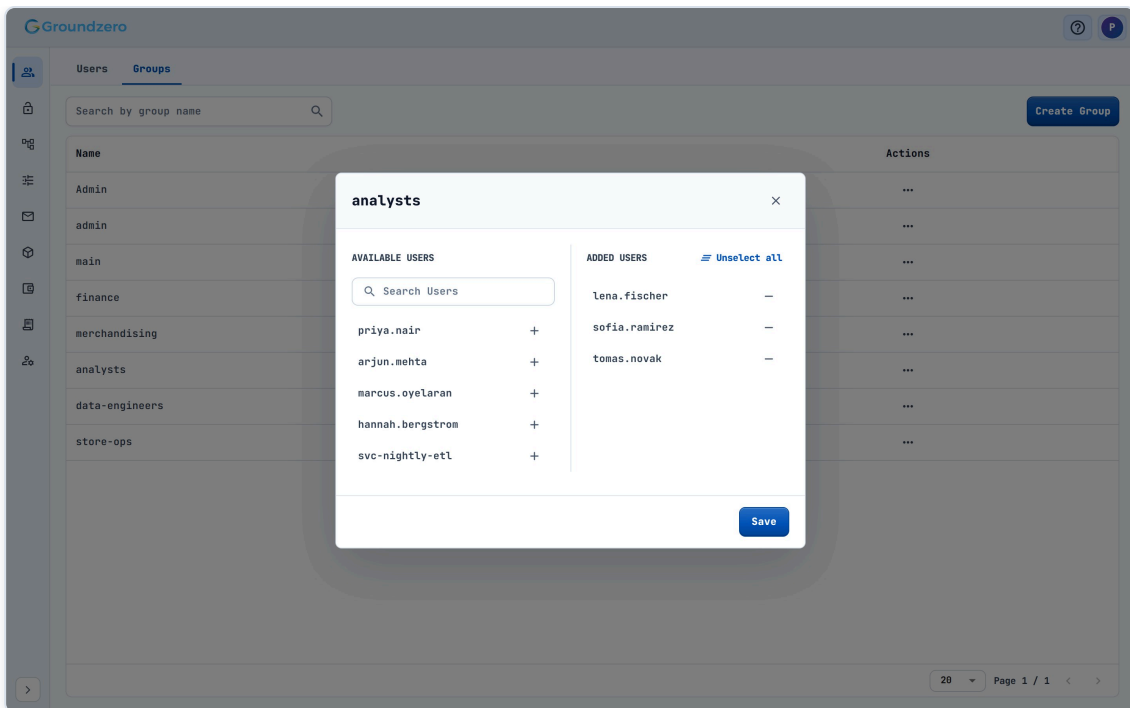


Figure 8. Adding users to a group.

Removing a member from the right pane takes effect at once, without needing **Save**.

TIP

Make an administrator by adding the person to the `Admin` group.

3.4 Delete a group

On the group's row, open **Actions**, choose **Delete** and confirm. Check chapter 4 first, because people lose whatever access came only through that group.

3.5 Troubleshooting

- **A person cannot reach the admin area ("Access restricted").** Cause: they are not in the `Admin` group. Fix: add them.
- **A person lost access after a group was deleted.** Cause: their access came through that group. Fix: add them to another group that has the permissions, or give them access directly (chapter 4).

4 Access Manager: give people access

The **Access Manager** decides what each person can do in each site. You create a **policy**, which says: on this site, for this type of thing, people or groups may (or may not) do this action. Most of the time you give permissions to a group and then add people to the group.

4.1 How a policy is built

Every policy answers five questions.

Question	Field	Example
Which site?	Site Name	main
What kind of thing?	Resource Type	Dashboard
Which action?	Access Type	Edit
One item or all of them?	Resource Name (optional)	Leave empty for every dashboard, or pick one
Allow or block?	Allow or Deny	Allow

Then you choose who it applies to: switch between **Users** and **Groups** and choose + next to a name to add it, or - to remove it.

Each change applies immediately, and Groundzero shows no confirmation. **Resource Name** appears only for permissions that can point at one item. For GZLakehouse Database you must pick a database first.

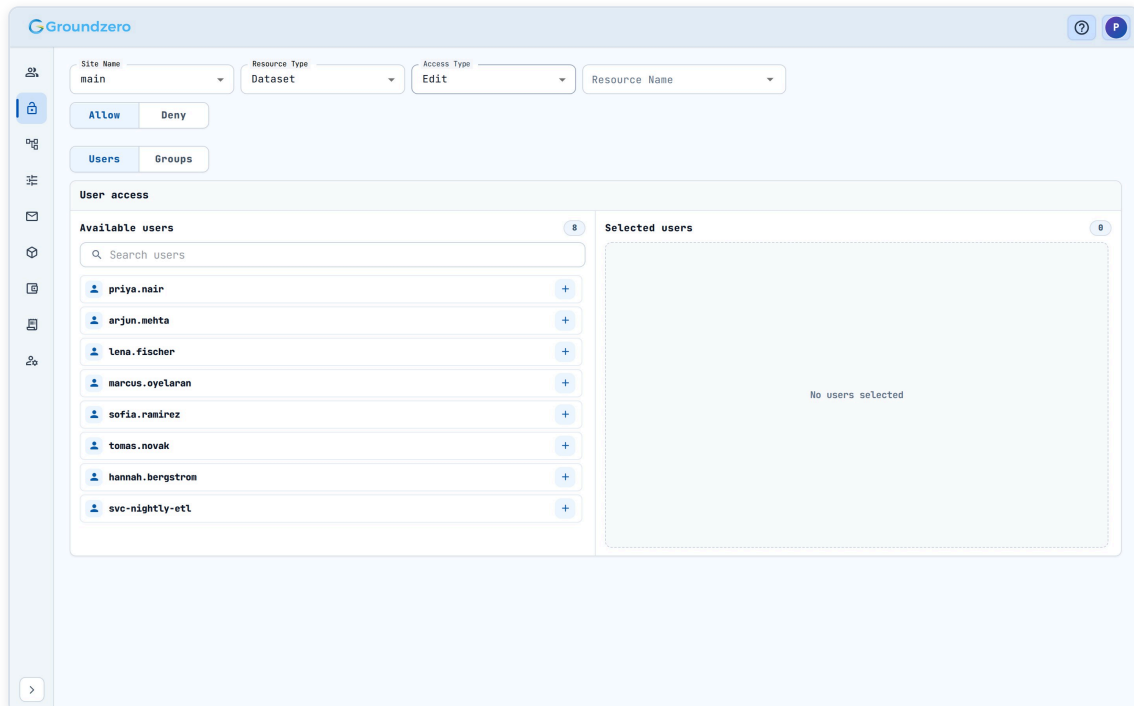


Figure 9. Granting Edit on Datasets for the "main" site.

4.2 Examples

4.2.1 Let the analytics group edit dashboards on a site

1. Open **Access Manager**.
2. Choose the **Site Name** `main`.
3. Choose the **Resource Type** Dashboard and the **Access Type** Edit.
4. Leave **Resource Name** empty so it covers every dashboard.
5. Choose **Allow**.
6. Open the **Groups** list and choose **+** next to `analytics`.

How to check it worked: `analytics` now appears in the added list for that policy. Ask someone in the group to open a dashboard in the Designer and save a change.

People usually need more than one permission for a job. For each other thing the group should be able to do, repeat steps 3 to 6 with another type and action, for example Dashboard **Add** to let them create dashboards or Visualization **Edit** to let them change charts.

4.2.2 Let a group edit one project only

1. Choose the site, the **Resource Type** Project and the **Access Type** Edit.
2. In **Resource Name**, pick the project (for example `churn`).
3. Choose **Allow**, then **Groups** and **+** next to the group.

4.2.3 Let a group use AI chat

1. Choose the site, the **Resource Type** AI Chat and the **Access Type** All.
2. Choose **Allow**, then **Groups** and **+** next to the group.

Without this, people see **You don't have access to chat**. To set how much they can spend, see chapter 7.

4.2.4 Let a reviewer approve AI agents

Choose the **Resource Type** Agent and the **Access Type** Approve, then add the reviewer's group. Creators need **Create** and **Modify**. Callers that run agents need **Invoke**.

4.2.5 Stop one person from deleting datasets

1. Choose the site, the **Resource Type** Dataset and the **Access Type** Delete.
2. Choose **Deny**.
3. Open the **Users** list and choose **+** next to the person.

A Deny wins over every Allow, so the person cannot delete datasets even if their group allows it.

4.3 How Groundzero decides

- A person is covered by policies for their own name and for each group they belong to.
- If any matching **Deny** exists, whether on the whole type or on the specific item, the action is refused. The person sees `You do not have "<permission>" permission on <type>.`
- Otherwise they need at least one matching **Allow**.
- Whoever creates something is automatically given **All** on it.

TIP

Give permissions to groups, not people. Add people to groups. Use **Deny** sparingly, because it overrides every allow.

4.4 What each permission means

Permissions are named by action. In general, **Add** creates things, **Edit** changes them, **Delete** removes them, **List** shows them in lists, **Describe** opens their details, **Execute** runs them and **All** covers every action for that type.

Resource type	Permissions
Dashboard	Add, Edit, Delete, List, Describe, All
Dataset	Add, Edit, Delete, List, Describe, Execute, All
Filter	Add, Edit, Delete, List, Describe, All
Visualization	Add, Edit, Delete, List, Describe, All
Schedule	Add, Edit, Delete, List, Describe, All
ETLJob	Add, Edit, Delete, List, Describe, Execute, All
Project	Add, Edit, Delete, List, Describe, All
Workspace	Add, Edit, AddDashboard, ViewDashboard, DeleteDashboard, List, Delete, All
Connection	Add, Edit, Describe, List, Delete, All
Compute	Describe, List
GZLakehouse Database	All, CreateTable, DropTable, Select, Update, Insert, AlterTable
GZ Warehouse	All, Create, Delete, List, CreateDatabase, DropDatabase
Notebook	All, Add, Edit, Describe, List, Delete
Model, Experiment	All, Add, Edit, List and Describe, Delete
AI Chat	All (switches the chat assistant on)
Agent (GZ Agent)	All, Create, List, Read, Modify, Delete, Invoke, Approve
Ontology (GZ Ontology)	All, Create, List, Read, Modify, Publish

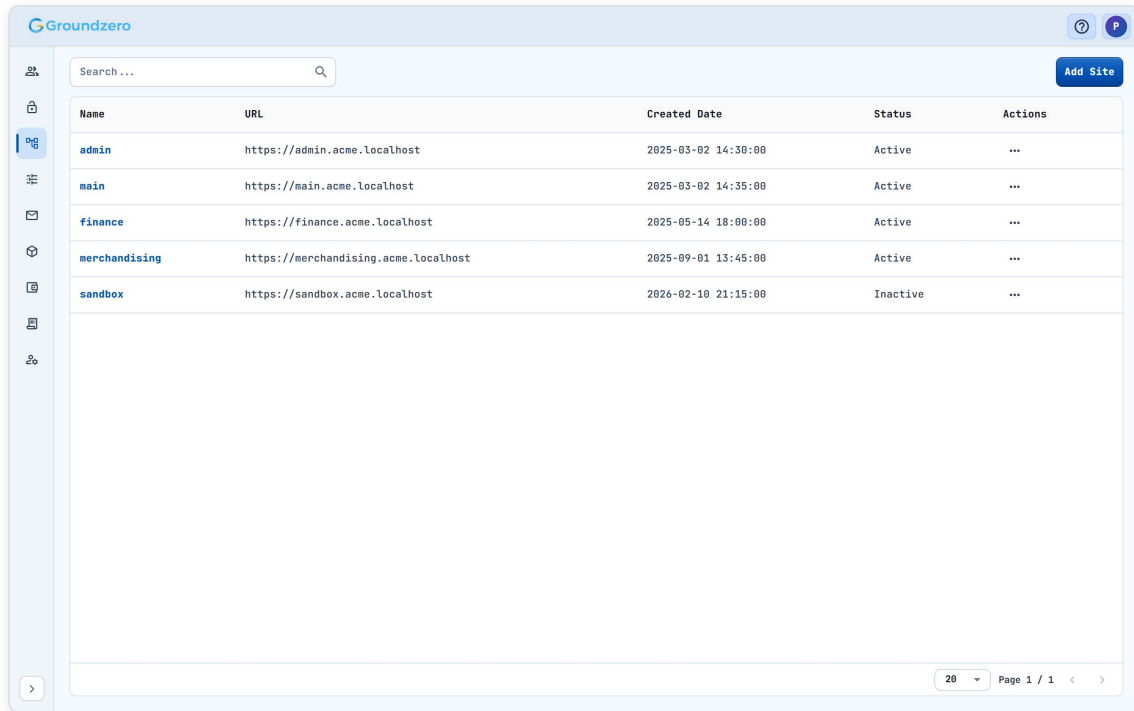
4.5 Troubleshooting

- **Someone sees "You do not have "<permission>" permission on <type>".** Cause: no Allow covers them, or a Deny does. Fix: open the policy for that site, type and action. Add their group under **Allow**, and look for a **Deny** on their name or group.
- **Someone cannot use chat.** Cause: no **AI Chat** (All) permission, or a Deny. Fix: add the policy above.
- **The Resource Name box does not appear.** Cause: that permission applies to the whole type. Fix: none needed.

5 Sites, theme and logo

A **site** is a separate workspace with its own data, users, theme and budgets. Use **Sites** to create sites and give each one its own look.

Open **Sites** in the side menu.



Name	URL	Created Date	Status	Actions
admin	https://admin.acme.localhost	2025-03-02 14:30:00	Active	...
main	https://main.acme.localhost	2025-03-02 14:35:00	Active	...
finance	https://finance.acme.localhost	2025-05-14 18:00:00	Active	...
merchandising	https://merchandising.acme.localhost	2025-09-01 13:45:00	Active	...
sandbox	https://sandbox.acme.localhost	2026-02-10 21:15:00	Inactive	...

Figure 10. The Sites list.

Columns are **Name**, **URL**, **Created Date**, **Status** (Active or Inactive) and **Actions** (**Upload Logo**, **Choose Theme**, **Upload Background Image**, **Delete Site**). The `admin` site cannot be opened or deleted.

5.1 Create a site

Outcome: a new site with its own address and user group.

1. Choose **Add Site**.
2. Type a **Site Name**. Use letters, numbers and hyphens.
3. Choose **Add**. Groundzero sets up everything the site needs, including its address and a user group with the site's name.

How to check it worked: the site appears in the list. The row may be incomplete at first, so reload the page to see its URL.

If the name is taken, or setup fails, you see "Error while adding a site" or another error message.

What next: add people to the site (chapter 2), give them access (chapter 4) and set a theme and logo (below).

5.2 Choose a colour theme

Outcome: buttons, selected navigation and focus rings on that site use your colour.

1. On the site's row, open **Actions** and choose **Choose Theme**.
2. Pick one of the 12 swatches: default, orange, blue, green, red, purple, yellow, gray, teal, pink, cyan or brown.
3. Choose **Save**. The toast says "Theme updated successfully to <code>".

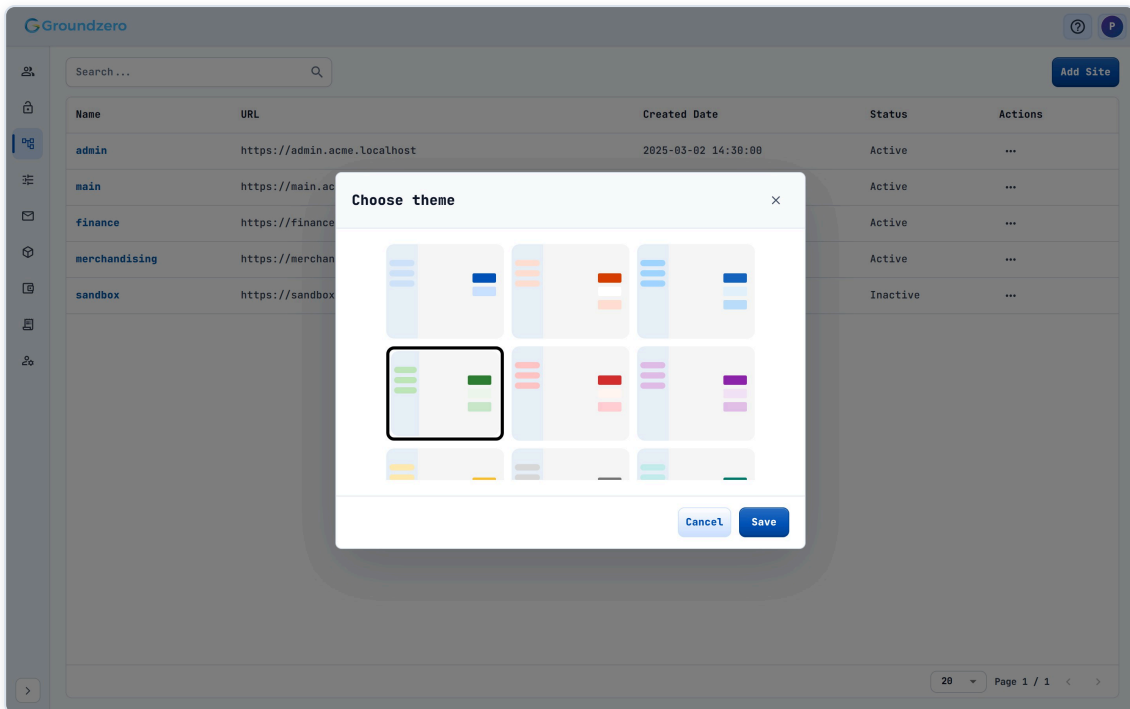


Figure 11. Choosing a theme for the "finance" site.

The theme applies to everyone on that site.

5.3 Add a logo and a background image

1. On the site's row, open **Actions** and choose **Upload Logo** or **Upload Background Image**.
2. Choose a file and check the 100 by 100 preview.
3. Choose **Save**.

Image	File types	Where it appears	Size
Logo	JPG, PNG, SVG	The header of the site (up to 240 by 44 pixels). Without one, the Groundzero logo shows	Up to 240 by 44 pixels
Background image	JPG or PNG	The sign-in and two-step-verification pages	At least 1280 by 720, best 1920 by 1080

The toasts say "Logo uploaded successfully" or "Image uploaded successfully". If it fails: "Upload failed".

5.4 Make runtime images available to a site

Choose a site's name (not `admin`) to open **Site settings**, which has an **RTE** tab. **Add RTE** opens a two-pane list of runtime images you can make available to that site. See the Build and Run guide.

5.5 Delete a site

1. On the site's row, open **Actions** and choose **Delete Site**.
2. Confirm `Are you sure you want to delete site "<name>"?`

The site becomes **Inactive** and its address stops working. Its data is kept.

WARNING

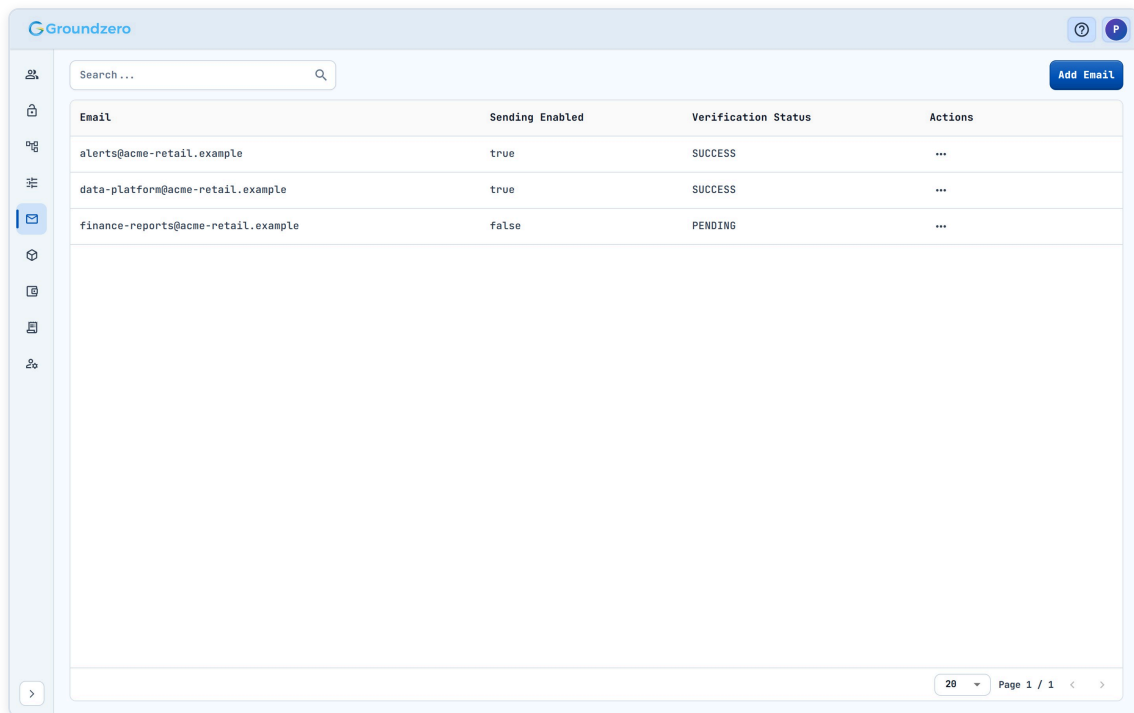
People on an inactive site can no longer reach it. Confirm with the site's owners before you delete it.

5.6 Troubleshooting

- **The new site's row has no URL.** Cause: the row was not complete when it was added. Fix: reload the page.
- **"Error while adding a site".** Cause: a site with that name may already exist. Fix: choose another name, using only letters, numbers and hyphens.
- **"Upload failed".** Fix: check the file type and size against the table above, and try again.

6 Email senders

Groundzero sends email alerts when a scheduled job succeeds or fails. The **Email** page manages the sender addresses those alerts come from. An address must be verified before it can send.



Email	Sending Enabled	Verification Status	Actions
alerts@acme-retail.example	true	SUCCESS	...
data-platform@acme-retail.example	true	SUCCESS	...
finance-reports@acme-retail.example	false	PENDING	...

Figure 12. Email identities and their verification status.

6.1 Add a sender address

Outcome: a verified address that Groundzero can send notifications from.

1. Open **Email** in the side menu and choose **Add Email**.
2. Type the address and choose **Add**. The toast says "Email added successfully".
3. Ask the owner of that mailbox to open the verification email and click its link.
4. Reload the page and check the **Verification Status**.

How to check it worked: the status changes from PENDING to SUCCESS.

Columns are **Email**, **Sending Enabled**, **Verification Status** (for example SUCCESS or PENDING) and **Actions** (Delete).

6.2 Remove a sender address

Choose **Delete** in the row's **Actions**.

6.3 Troubleshooting

- **The address stays PENDING.** Cause: the owner has not clicked the verification link. Fix: ask them to check the mailbox (and spam), then reload the page.
- **No alerts arrive.** Cause: the sender address is not verified, or **Sending Enabled** is off. Fix: check the row's status.

NOTE

Groundzero has no notification bell. Other messages arrive as toasts in the console.

7 AI chat budgets

Budgets limits how much each person or group can spend on AI chat. Each person or group has one limit: a rolling **30-day** total in US dollars. Use budgets to keep costs predictable.

7.1 Set a budget for a person or a group

Outcome: the person or group cannot spend more than the amount in any 30-day window.

1. Open **Budgets** in the side menu.
2. Choose the **Users** or **Groups** tab.
3. Choose a **Site Name**. Until you do, the page says "Select a site to view budgets".
4. Find the row. **Budget** shows "Not set" or an amount, and **Used** shows the last 30 days.
5. Choose the pencil in **Action**. The **Chat budget** dialog opens.
6. Enter the **30-day budget (USD)** and choose **Save budget**.

User	Budget	Used	Action
arjun.mehta	\$50.00	\$46.30	
lena.fischer	\$50.00	\$12.75	
marcus.oyelaran	Not set	\$8.00	
priya.nair	\$200.00	\$41.20	
sofia.ramirez	\$100.00	\$0.00	
tomas.novak	Not set	\$0.00	

Figure 13. Chat budgets for users of the "main" site.

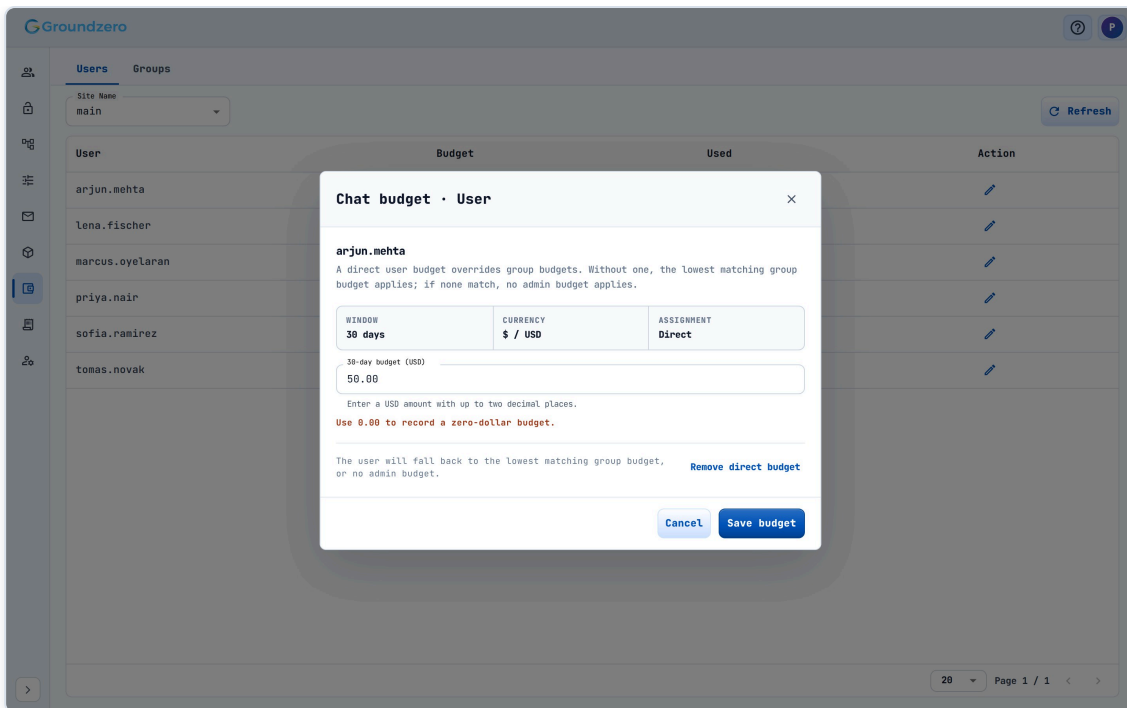


Figure 14. Editing one user's budget.

The toast says "Chat budget saved for <name>." The dialog shows the window (30 days), the currency (\$ / USD) and the assignment: **Direct** for a budget set on that person, **Fallback** for a user who has no direct budget, or **Not configured** for a group.

Enter digits with at most two decimals. Do not type a \$, commas or negative numbers. Use 0.00 to record a zero-dollar budget.

TIP

Set a group budget as a safety net, and give heavy users a higher direct budget.

How to check it worked: the row shows your amount under **Budget**. When a person reaches it, chat shows "You have reached your current AI usage limit. Contact your administrator to request additional access."

The **Users** tab lists only people who currently have the **AI Chat** permission on that site (chapter 4).

7.2 Remove a budget

Open the dialog and choose **Remove direct budget**, then confirm "Remove direct budget?". The toast says "Direct chat budget removed for <name>." Usage is not reset, so **Used** keeps its value.

7.3 Which budget applies to a person

Groundzero checks in this order:

1. The person's own direct budget.
2. Otherwise the lowest budget among the groups they belong to.
3. Otherwise there is no administrator budget.

A group budget is a shared pool for requests counted against the group. People who have a direct budget do not use the group's.

7.4 What counts toward a budget

Chat, agent and tool calls inside chat, prompt enhancement, chat titles, document embeddings, log analysis and Catalog description generation all count. Usage is counted from the moment of the request. AI agents built in Agent Builder use their own agent quotas instead (Analyze and AI guide, chapter 5).

7.5 Troubleshooting

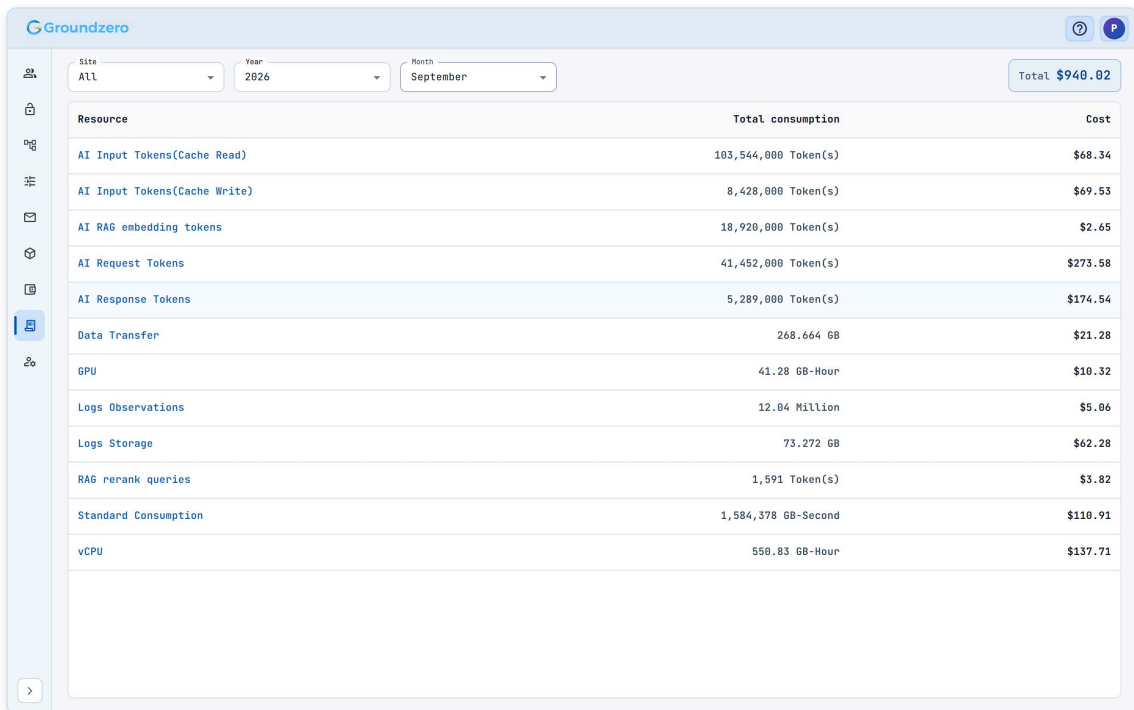
- **"Unable to save this chat budget."** Cause: the save failed. Fix: check the amount (digits and at most two decimals) and try again.
- **"Budgets could not be loaded. Refresh and try again."** Fix: refresh the page.
- **A person is missing from the Users tab.** Cause: they do not have the **AI Chat** permission on that site. Fix: grant it (chapter 4).
- **A budget shows Not set but Used is not zero.** Cause: normal. Usage is kept when a budget is removed or recreated. Fix: none needed.
- **A person hits the limit.** Fix: raise their budget, or ask them to wait until older usage falls out of the 30-day window. To see who spends the most, use Consumption Metrics (Analyze and AI guide, chapter 6).

8 Billing

Use **Billing** to see what each site cost in a month. It appears in the side menu only when the account has a monthly subscription.

8.1 Read a monthly bill

1. Open **Billing** in the side menu.
2. Choose a **Site** (All or one), a **Year** and a **Month**.
3. Read the table. Each **Resource** has its **Total consumption** and **Cost** in USD, and the **Total** is at the top right.



The screenshot shows the Groundzero Billing interface. At the top, there are filters for Site (ALL), Year (2026), and Month (September). A total cost of \$940.02 is displayed in the top right. Below the filters is a table with three columns: Resource, Total consumption, and Cost. The table lists various resources and their corresponding consumption and costs.

Resource	Total consumption	Cost
AI Input Tokens(Cache Read)	103,544,000 Token(s)	\$68.34
AI Input Tokens(Cache Write)	8,428,000 Token(s)	\$69.53
AI RAG embedding tokens	18,920,000 Token(s)	\$2.65
AI Request Tokens	41,452,000 Token(s)	\$273.58
AI Response Tokens	5,289,000 Token(s)	\$174.54
Data Transfer	268.664 GB	\$21.28
GPU	41.28 GB-Hour	\$10.32
Logs Observations	12.04 Million	\$5.06
Logs Storage	73.272 GB	\$62.28
RAG rerank queries	1,591 Token(s)	\$3.82
Standard Consumption	1,584,378 GB-Second	\$110.91
vCPU	550.83 GB-Hour	\$137.71

Figure 15. The monthly bill by resource.

Billable resources include Standard Consumption, vCPU, GPU, AI request, response and cache tokens, RAG embedding and rerank, Data Transfer, Logs Storage and Logs Observations.

What to do with it: if AI tokens drive the cost, set budgets (chapter 7). To see who or what is behind compute and AI use, open Consumption Metrics (Analyze and AI guide, chapter 6).

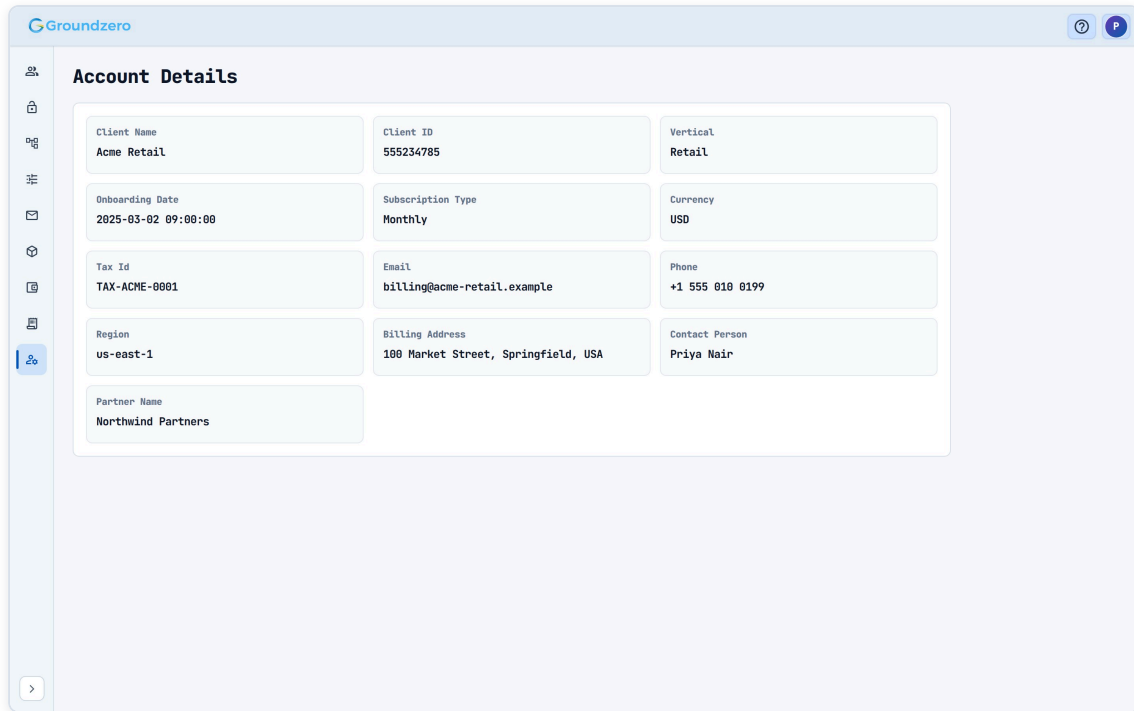
8.2 Troubleshooting

- **Billing is not in the menu.** Cause: the account is not on a monthly subscription. Fix: none needed.
- **"No billing to show".** Cause: there is no data for that site and month. Fix: choose another month or choose **All** sites.
- **"Unable to fetch billing".** Fix: reload and try again.

9 Accounts

Accounts shows your organisation's details on one read-only page. Use it to check who the account contact is, which subscription you have and where invoices go.

Open **Accounts** in the side menu.



Client Name	Client ID	Vertical
Acme Retail	555234785	Retail
Onboarding Date	Subscription Type	Currency
2025-03-02 09:00:00	Monthly	USD
Tax Id	Email	Phone
TAX-ACME-0001	billing@acme-retail.example	+1 555 010 0199
Region	Billing Address	Contact Person
us-east-1	100 Market Street, Springfield, USA	Priya Nair
Partner Name		
Northwind Partners		

Figure 16. Account details.

The **Account Details** page shows Client Name, Client ID, Vertical, Onboarding Date, Subscription Type, Currency, Tax Id, Email, Phone, Region, Billing Address, Contact Person and Partner Name. You cannot change them here. If something is wrong, contact your Groundzero partner or support.

The Subscription Type tells you whether **Billing** is available (chapter 8).

10 Deployment Manager

The **Deployment Manager** lists items that people have published on your site and lets administrators copy them to other sites. This chapter covers its **Dashboards** tab. The tab bar also has Jobs, Notebooks and Models, which the Build and Run guide describes.

Dashboards reach this list when someone chooses **Publish** in the dashboard editor (Analyze and AI guide, chapter 3).

10.1 See the published dashboards

Open **Deployment Manager** in the side menu, then the **Dashboards** tab.

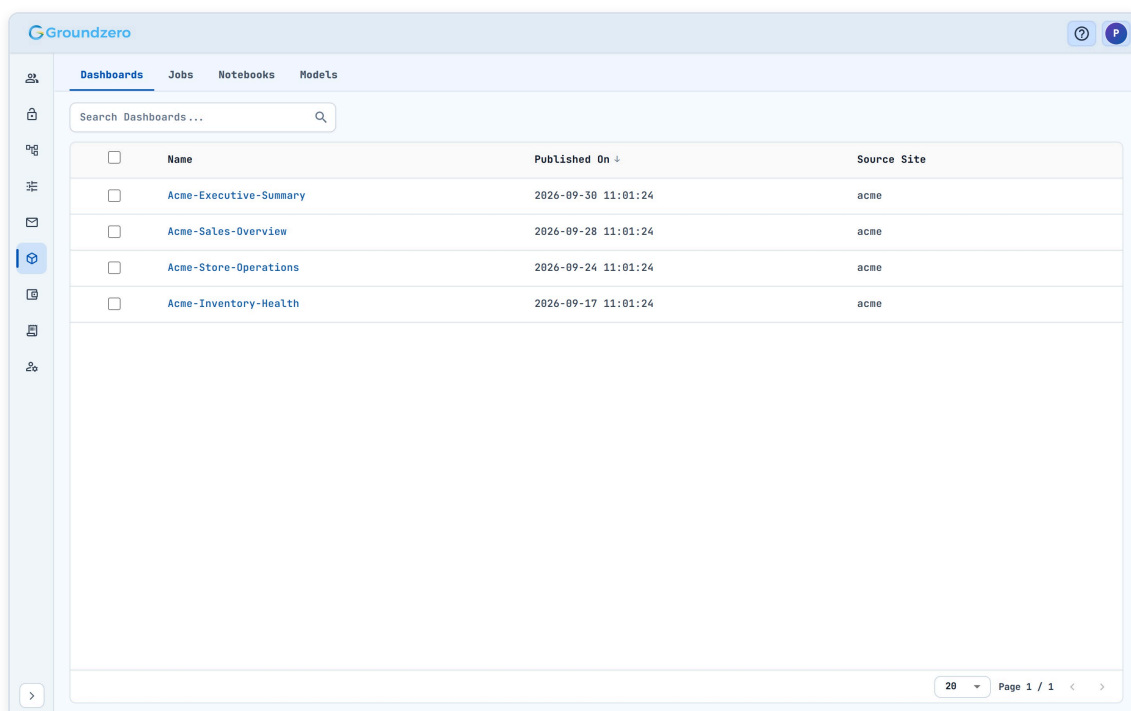


Figure 17. The Deployment Manager with the Dashboards tab.

The table has a checkbox, **Name**, **Published On** and **Source Site**. **Search Dashboards...** filters the list. Tick one or more rows, and **Import** and **Delete** act on every ticked row.

10.2 Copy dashboards to another site

Outcome: the dashboards appear in a workspace on the other site, where people there can read them.

1. Tick one or more dashboards and choose **Import**.
2. In the **Import dashboard** dialog choose a **Site** and a **Workspace** in it.
3. Confirm. The toast says "Import dashboard successful".

If a dashboard with the same name is already in that workspace, a conflict dialog asks "A dashboard with the name <name> already exists...". Choose **Replace** to overwrite it, or **Keep Both** to import the new copy as <name>-<yyMMddHHmmss>.

How to check it worked: open the other site, go to Workspaces and open the target workspace. The dashboard is listed.

10.3 Delete a published dashboard

1. Tick the dashboard and choose **Delete**.
2. Confirm `Delete <name>` with **Yes** (or choose **Cancel**).

The toast says "<name> deleted successfully".

WARNING

Deleting a published dashboard removes the published copy. The original in the Designer stays, but workspaces that already imported the dashboard keep their own copies.

10.4 Troubleshooting

- **"Error getting sites" or "Error fetching workspaces"**. Cause: the lists in the Import dialog could not load. Fix: close the dialog, reload and try again.
- **"Error importing dashboard"**. Fix: try again. If it repeats, check that the target workspace exists.
- **"Error in deleting <name>"**. Fix: reload and try again.
- **A dashboard I expect is missing**. Cause: it has not been published. Fix: ask its author to choose **Publish** (Analyze and AI guide, chapter 3).

11 Troubleshooting

Look for what you see on screen, then follow the fix. Each chapter also has its own troubleshooting list.

11.1 Getting in

- **"Access restricted".** Cause: your account is not in the Admin group. Fix: ask an administrator to add you to the Admin group (chapter 3).
- **A new person says they never got an invitation.** Cause: the address may be wrong, or the email was filtered. Fix: check the address in the Users tab, ask them to check their spam folder and, if needed, set a new password for them (chapter 2).

11.2 Finding and changing things

- **Search finds nothing.** Cause: the search is case-sensitive. Fix: type in lowercase.
- **A new site's row has no URL.** Cause: the row was not complete when it was added. Fix: reload the page.
- **Billing is missing from the menu.** Cause: the account is not on a monthly subscription. Fix: none needed (chapter 8).

11.3 People cannot do something

- **A person cannot use chat ("You don't have access to chat").** Cause: no AI Chat (All) permission, or a Deny. Fix: add the permission and check for a Deny (chapter 4).
- **Someone sees You do not have "<permission>" permission on <type> .** Cause: nothing allows it, or a Deny blocks it. Fix: add an Allow for their group, and remove a Deny that covers them (chapter 4).
- **A person sees "Usage limit reached".** Cause: their budget for the last 30 days is used. Fix: raise it (chapter 7).
- **A budget shows Not set but Used is not zero.** Cause: normal. Usage is kept when a budget is removed. Fix: none needed.

11.4 Related guides

- Analyze and AI guide, chapter 4, for what users see when a budget is used up.
- Analyze and AI guide, chapter 6, for usage reports.