

# Management User Guide: Sub-Users

## 1. Introduction

This guide is crafted to simplify the process of managing sub-users. It provides step-by-step instructions for using the sub-user management system, enabling you to register family members, tenants, and employees seamlessly and efficiently.

## 2. Sub-Users

This section offers a comprehensive overview of the tools and features available for managing sub-users. It includes options for adding, editing, and removing sub-user accounts, ensuring that each user is configured with the appropriate access and permissions for their role.

### 2.1 Add New Sub-User

Go to **Sub-Users > New Sub-User > Fill in details > Add**

No.	Submitted	Application No.	Property No.	Customer Account ID	Sub-User Type	Name	Mo.
38	11-Nov-2024		A-4-1	PLZ-A-4-1/3	Family Member	Snooker King Son	+80
37	30-Oct-2024			PLZ-318	Family Member	Lee Von Lili	+80
36	30-Oct-2024			PLZ-254	Family Member	Lee Von Lili	+80
35	08-Feb-2022		A-3-4	PLZ-A-3-4/3	Tenant	Patrick Au Sek Howe	+80

Details include:

1. Select Customer account
2. Sub-User Type
3. Relationship to
4. Select Sub-user account
5. Select whether to Email the primary contact as well for any notification generated for this sub-user

If sub-user account already exist , the following information are autofilled. Otherwise , manual fill in details are required.

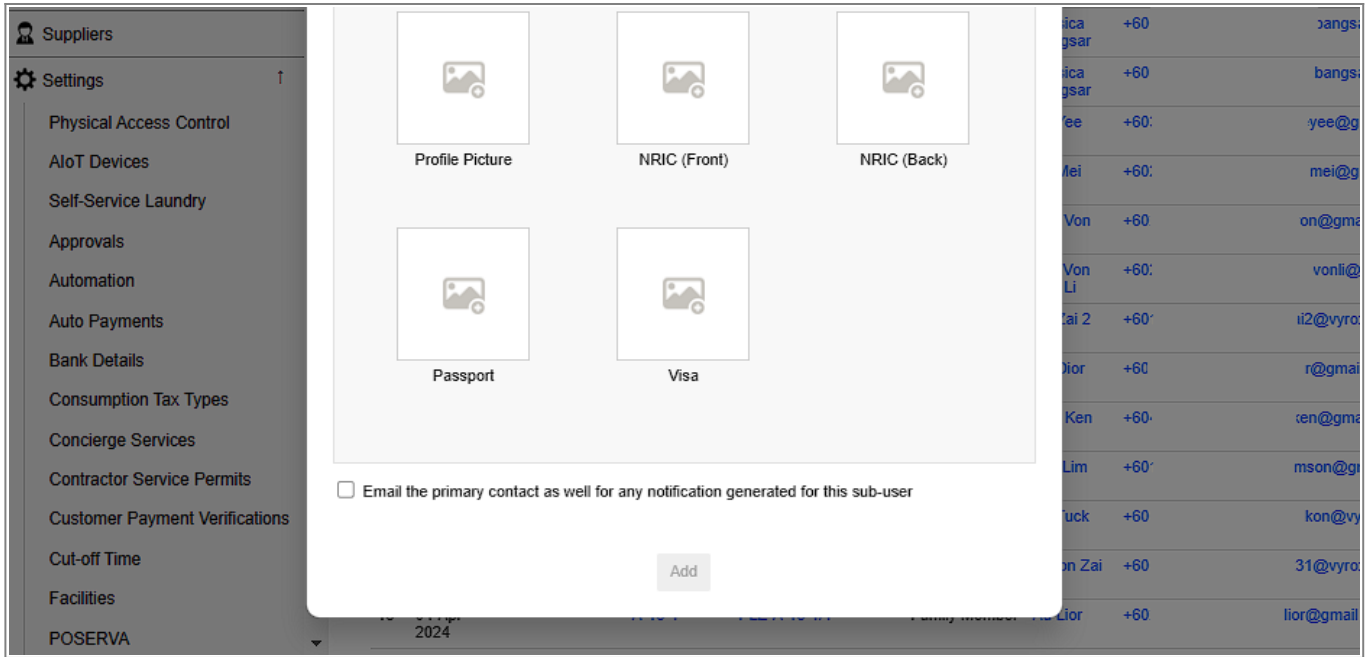
1. Select Entity type
2. Sub-User Full legal name

- 3. Sub-User National Identification Number (eg. MyKad/NRIC No.)
- 4. Sub-User Passport No.
- 5. Sub-User Country of Nationality
- 6. Sub-User Mobile Phone No.
- 7. Sub-User Alternative Contact No.
- 8. Sub-User WhatsApp No.
- 9. Sub-User Primary Email Address
- 10. Sub-User Alternative Email Address
- 11. Sub-User Date of Birth
- 12. Sub-User Gender
- 13. Insert Sub-User Profile Picture
- 14. Insert Sub-User NRIC Picture (Front & Back)
- 15. Insert Sub-User Passport Picture
- 16. Insert Sub-User Visa Picture

The screenshot displays a web interface for managing sub-users. A modal window titled "New Sub-User" is open, allowing for the creation of a new sub-user. The background shows a list of approved sub-users with columns for name, mobile phone number, and email address. The left sidebar contains navigation options like "Operation Insights", "Security Monitor", and "Customer Accounts".

**New Sub-User Form Fields:**

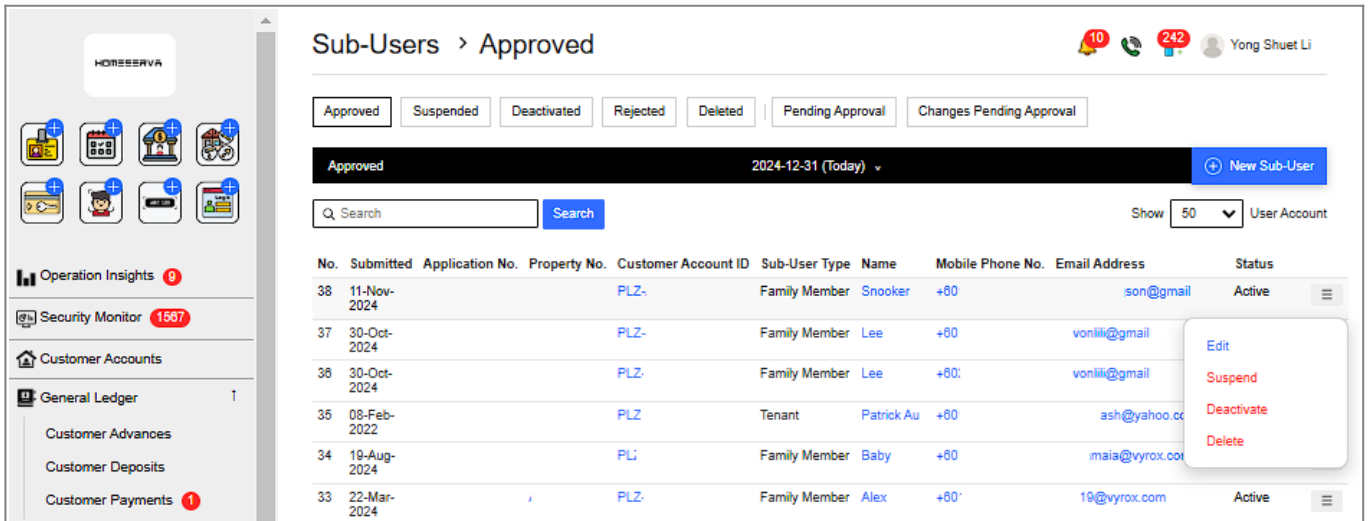
- Account: [Select Account](#)
- Sub-User Type: Family Member
- Relationship to: Other
- Sub-User Information:
  - Search Customer: [input] Search
  - Entity:  Individual
  - Full Legal Name: [input]
  - National Identification Number (eg. MyKad/NRIC No.): [input]
  - Passport No.: [input]
  - Country of Nationality: Malaysia
  - Mobile Phone No.: [input] (+60)
  - Alternative Contact No.: [input] (+60)
  - WhatsApp No.: [input] (+60) [Same as Mobile No.](#)
  - Primary Email Address: [input]
  - Alternative Email Address: [input]
  - Date of Birth: [input]
  - Gender:  Male  Female  Prefer not to say



After this, management need to approve sub-user by going to Pending Approval page.

## 2.2 Suspend , Deactivate or Delete Sub-User

To suspend , deactivate or delete sub-user , Go to **Approved page** > **Click on the triple bar of selected sub-user** > **Select either to Suspend , Deactivate or Delete Sub-User.**



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