

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**

The screenshot displays the 'Sub-Users > Approved' page. The main content area features a table with the following data:

No.	Submitted	Application No.	Property No.	Customer Account ID	Sub-User Type	Name	Mobile No.
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.

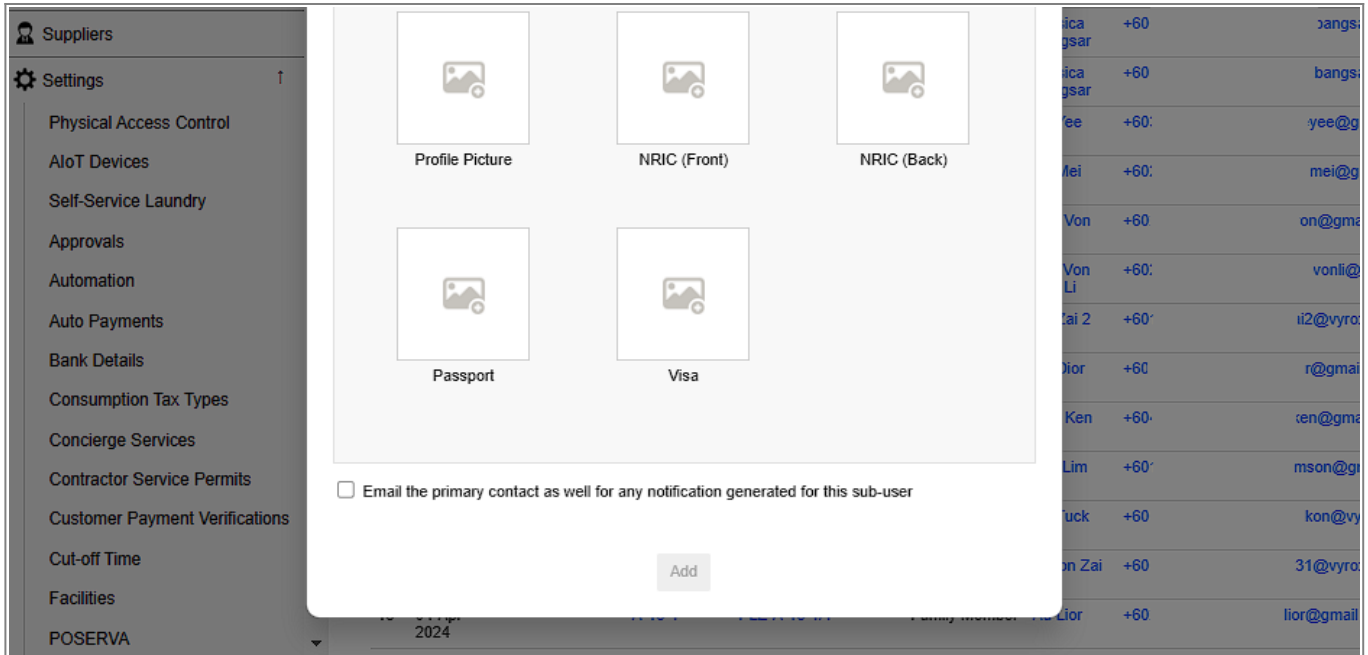
1. Select Entity type
2. Sub-User Full legal name

- 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 shows a web application interface with a sidebar on the left and a main content area. The sidebar contains various navigation items like 'Operation Insights', 'Security Monitor', 'Customer Accounts', 'General Ledger', 'Financial Reports', 'Properties', 'Suppliers', and 'Settings'. The main content area is titled 'Sub-Users > Approved' and features a modal window for adding a 'New Sub-User'. The modal form includes the following fields and options:

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

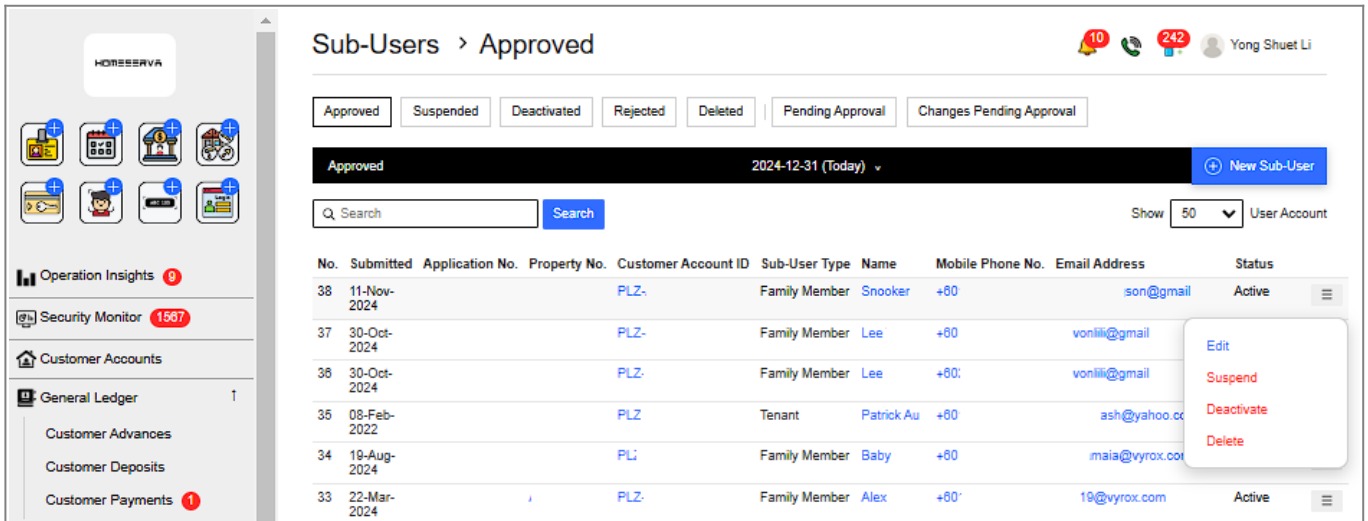
In the background, a table of approved sub-users is visible, showing columns for Mobile Phone No. and Email Address.



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

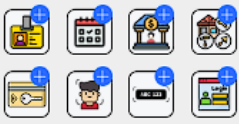
2.2 Suspend , Deactivate or Delete Sub-User

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.**



To UNSuspend sub-user , Go to **Suspended page** > **Click on the triple bar of selected sub-user** > **Select Unsuspend.**

HOBSERVA



- Operation Insights 9
- Security Monitor 1574
- Customer Accounts
- General Ledger 1
- Customer Advances

Sub-Users > Suspended

10
242
Yong Shuet Li

Approved
Suspended
Deactivated
Rejected
Deleted
Pending Approval
Changes Pending Approval

New Sub-User

Search

Show 50 User Account

No.	Submitted	Application No.	Property No.	Customer Account ID	Sub-User Type	Name	Mobile Phone No.	Email Address	Status
4	03-Aug-2024			PLZ-288	Family Member	Von	+60	i8894@gmail.com	Suspended ⋮
3	03-Aug-2024			PLZ-268	Family Member	Von	+60	von@gmail	Suspended ⋮
2	23-Apr-2024	A-1-18		PLZ-A-1-18/2	Family Member	Alston	+60	31@vyrox.com	Suspended ⋮
1	11-May-2023	A-5-1		PLZ-A-5-1/1	Family Member	Alex	+60	ul@vyrox.com	Suspended ⋮

Unsuspend

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