

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 sub-user is configured appropriately.

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 shows a table of approved sub-users 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

The right-hand menu contains the following icons: Complaints (22), Incident Reports (7), Defect Reports, Management Accounts, Meeting Minutes, Emergency Numbers, Emergency SOS Requests (87), **Sub-Users** (highlighted), and Card Access.

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.

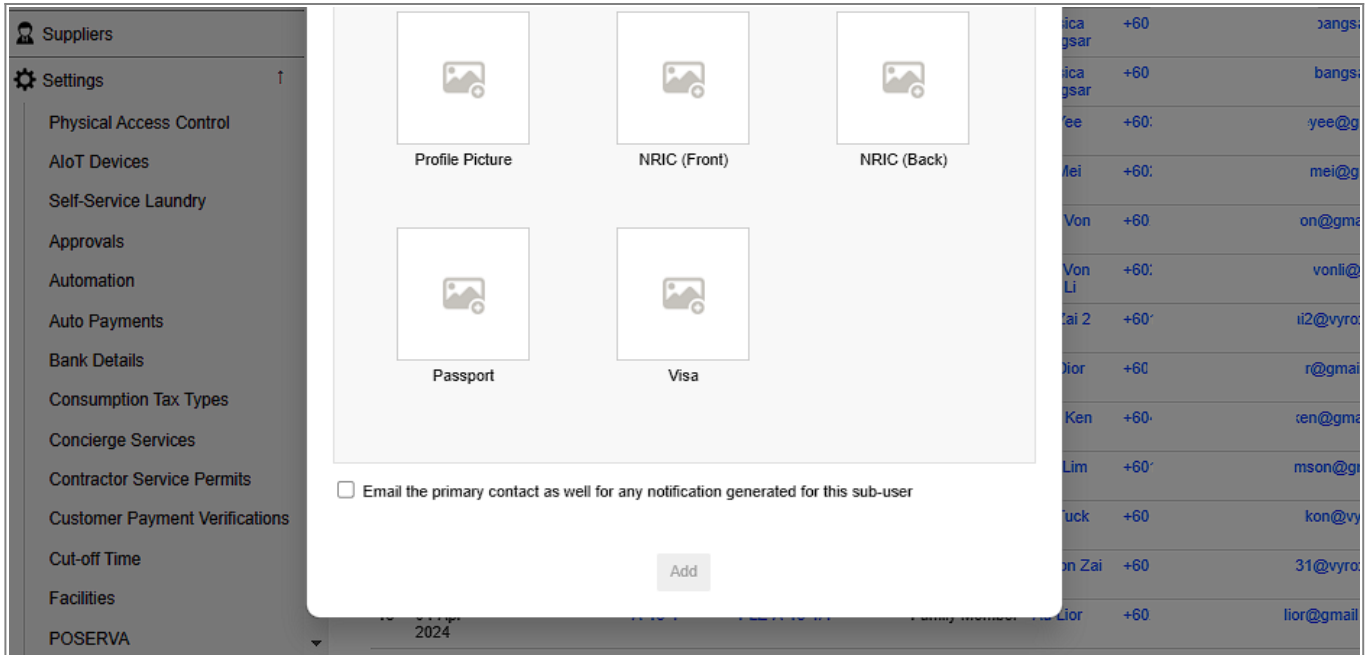
1. Select Entity type
2. Sub-User Full legal name

- 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, showing 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

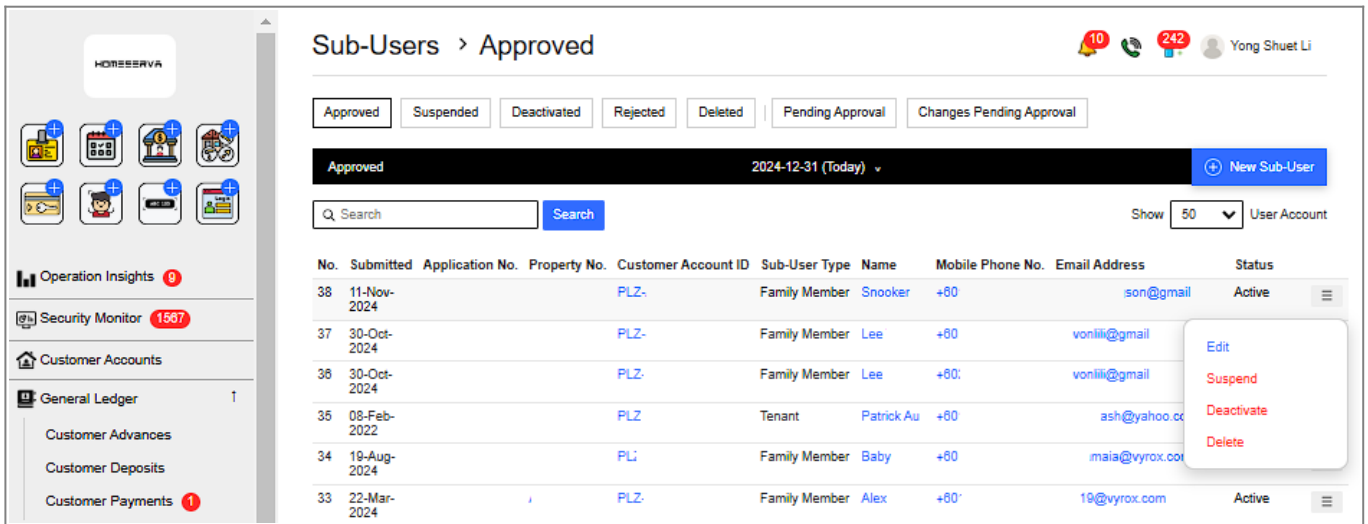
The background shows a table of approved sub-users with columns for Name, Mobile Phone No., and Email Address. The user interface includes a sidebar with navigation options like "Operation Insights", "Security Monitor", "Customer Accounts", "Financial Reports", and "Settings".



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


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.**



2.3 Unsuspend Sub-User

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



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

Sub-Users > Suspended

10
242
Yong Shuet Li

Approved
Suspended
Deactivated
Rejected
Deleted
Pending Approval
Changes Pending Approval

Suspended
2024-12-31 (Today) ▾
+ 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-288	Family Member	Von	+60	von@gmail	Unsuspend ⋮
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	ui@vyrox.com	Suspended ⋮

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