

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 shows the 'Sub-Users > Approved' page. The table below represents the data shown in the interface:

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.

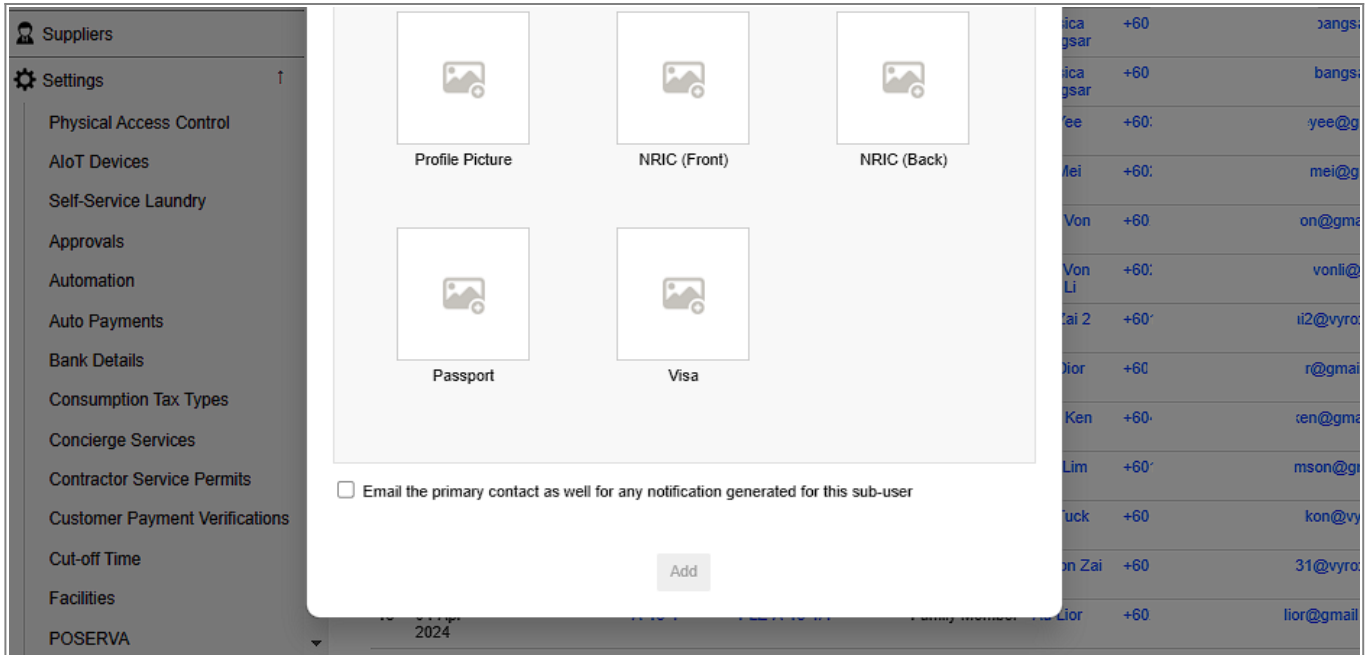
1. Select Entity type
2. Sub-User Full legal name

- 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

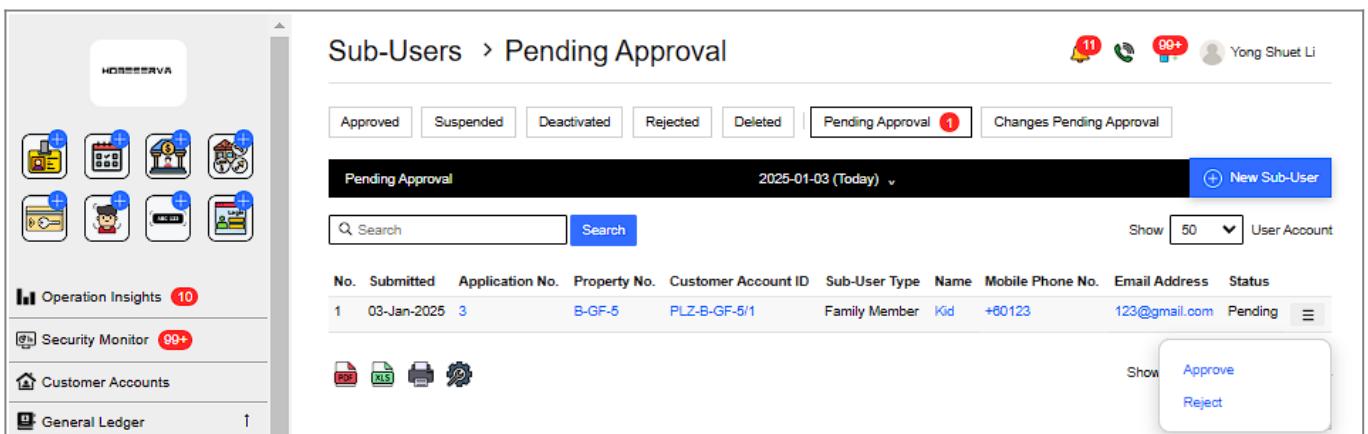
The screenshot shows a web application interface for managing sub-users. A modal window titled "New Sub-User" is open, displaying a form with the following fields and options:

- 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) [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 "Sub-Users > Approved" page with a table of sub-users. The table has columns for Name, Mobile Phone No., and Email Address. Some visible entries include "okerkings", "vonlil@gmail.com", "oweash@", "amaia@", "19@vyrox.com", "8894@gmail.com", "cabangsar", "eeeyee@gmail.com", "eimei@gmail.com", "von@gmail.com", "nvonli@gmail.com", "zai2@vyrox.com", "dior@gmail.com", "ken@gmail.com", "imson@gmail.com", "ckon@vyrox.com", and "31@vyrox.com".

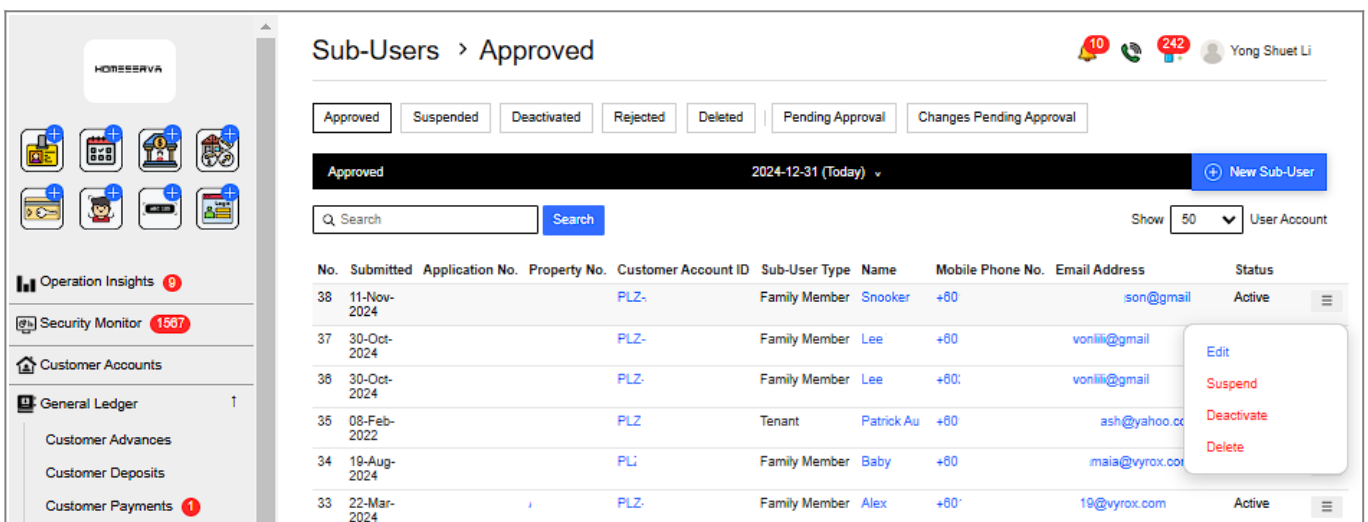


After this, management need to approve sub-user by going to **Pending Approval** page and click **Approve** to approve sub-user.



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.**

Sub-Users > Suspended

Approved | **Suspended** | Deactivated | Rejected | Deleted | Pending Approval | Changes Pending Approval

Suspended 2024-12-31 (Today) + New Sub-User

Search [] 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	i8884@gmail.com	Suspended
3	03-Aug-2024			PLZ-288	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	ui@vyrox.com	Suspended

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