

# 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**

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.

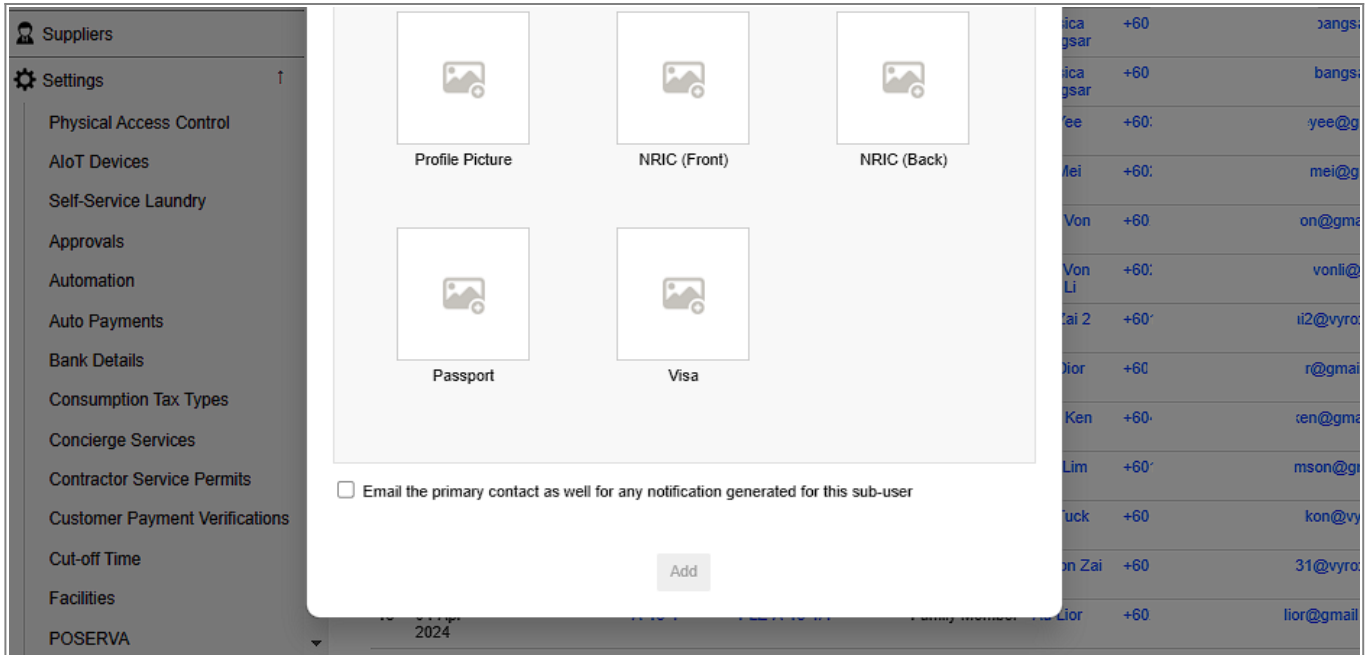
1. Select Entity type
2. Sub-User Full legal name

- 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

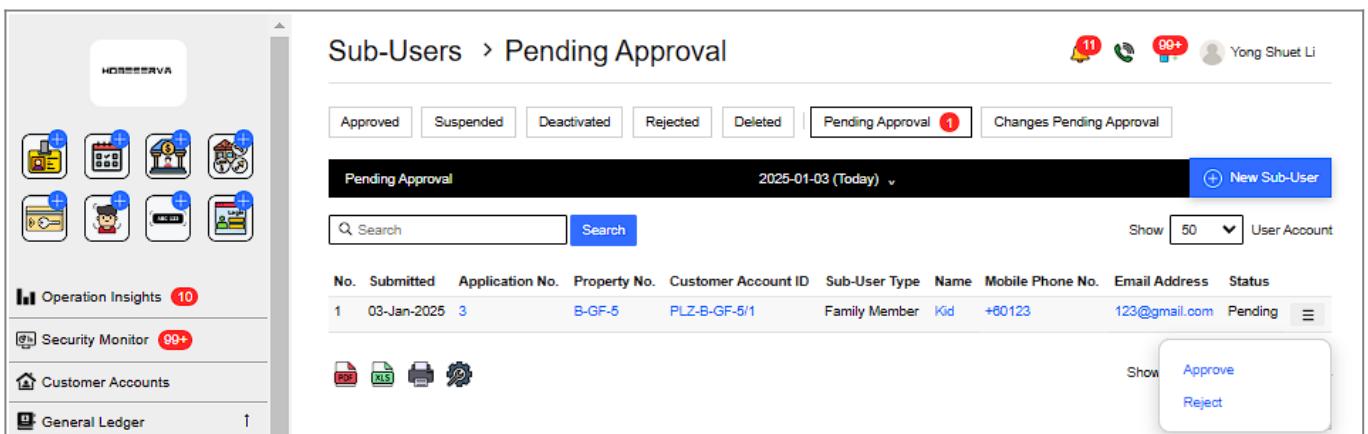
The screenshot displays a web interface for managing sub-users. A modal window titled "New Sub-User" is open, showing the following fields and options:

- 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 "Same as Mobile No." link
  - 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 Mobile Phone No. and Email Address. The user interface includes a sidebar with navigation options like "Operation Insights", "Security Monitor", and "Customer Accounts".

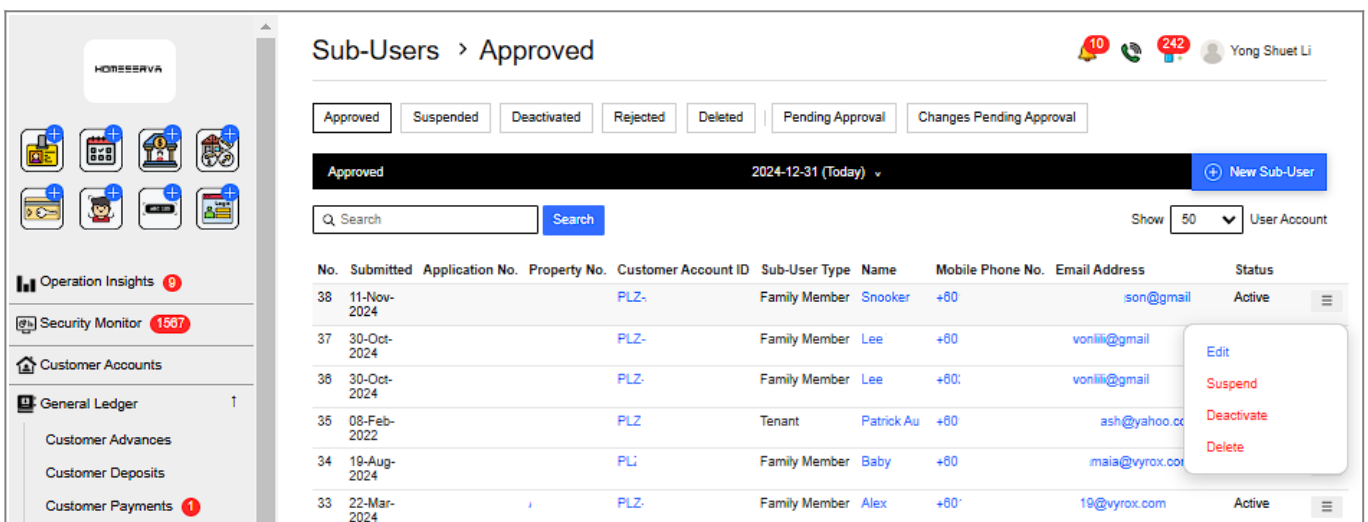


After this, management need to approve sub-user by going to **Pending Approval** page and click **Approve** to approve sub-user.



## 2.2 Edit, Suspend , Deactivate or Delete Sub-User

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



After sub-user account information is edited . Go to **Changes Pending Approval** page and click **Approve** .

No.	Created	Sub-User ID	Sub-User Name	Changes	Status
1	03-Jan-2025	100520	Kid	1 change	Pending Approval

### 2.3 Unsuspend Sub-User

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

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.com	Suspended
2	23-Apr-2024	A-1-16		PLZ-A-1-16/2	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

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