LiveWebinar®

ACCOUNT ASSISTANTS

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Description

LiveWebinar's account assistant feature provides you with a helping hand when you need it. Assistants are users who have partial access to your account and its resources. They can plan and create events and upload materials to the account's storage. Each assistant has their own login under your account, so they do not use your login credentials.

Frequently Asked Questions

What is an account assistant, what do they do?

Think of an account assistant as a second administrator for your account. The account assistants feature lets you give access to your account and its resources without needing to give the assistants your password. They can access your storage, create events, and even add sub-accounts and presenter profiles!

When an account assistant accesses the main account, what can they control?

Assistants can access nearly every part of the admin's account, except for the first admin's profile, and billing settings. They also cannot manage other assistants.

Do all accounts have assistants, or do I have to pay for this feature?

Account assistants is feature available for users of the PRO, BUSINESS and CUSTOM packages, along with AppSumo users with 300, 400, and 500 room capacity. The number of account assistants you can have depends on your plan. See the table below for information:

Plan	FREE	PRO/AppSumo 300	BUSINESS/AppSumo 400	CUSTOM/AppSumo 500
No. of Assistants	-	1	2	3

What's the difference between account assistants and sub-accounts?

Account assistance have access to almost all parts of the admin's account, and can create events, invite participants and assign roles. Sub-accounts are separate accounts that both the admin account and account assistant have access to, and both admin and assistant accounts can share files from their storage with them, as well as create, edit or delete sub-accounts, and share files.

When can having an account assistant be useful?

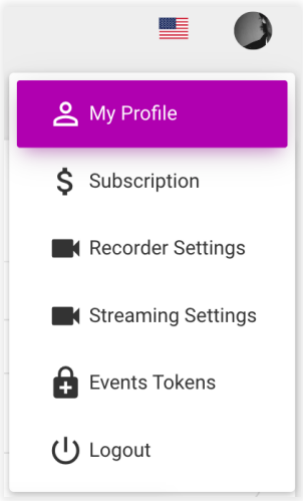
The main role of an account assistant is to lend a helping hand – they can help you plan events and ensure that they run as smoothly as possible. For example, in the case that you're hosting a large event with more than one room, your account assistants can also create the rooms, add agendas and send out invitations to participants.

I've added an account assistant, but I can't see them in my profile. What happened?

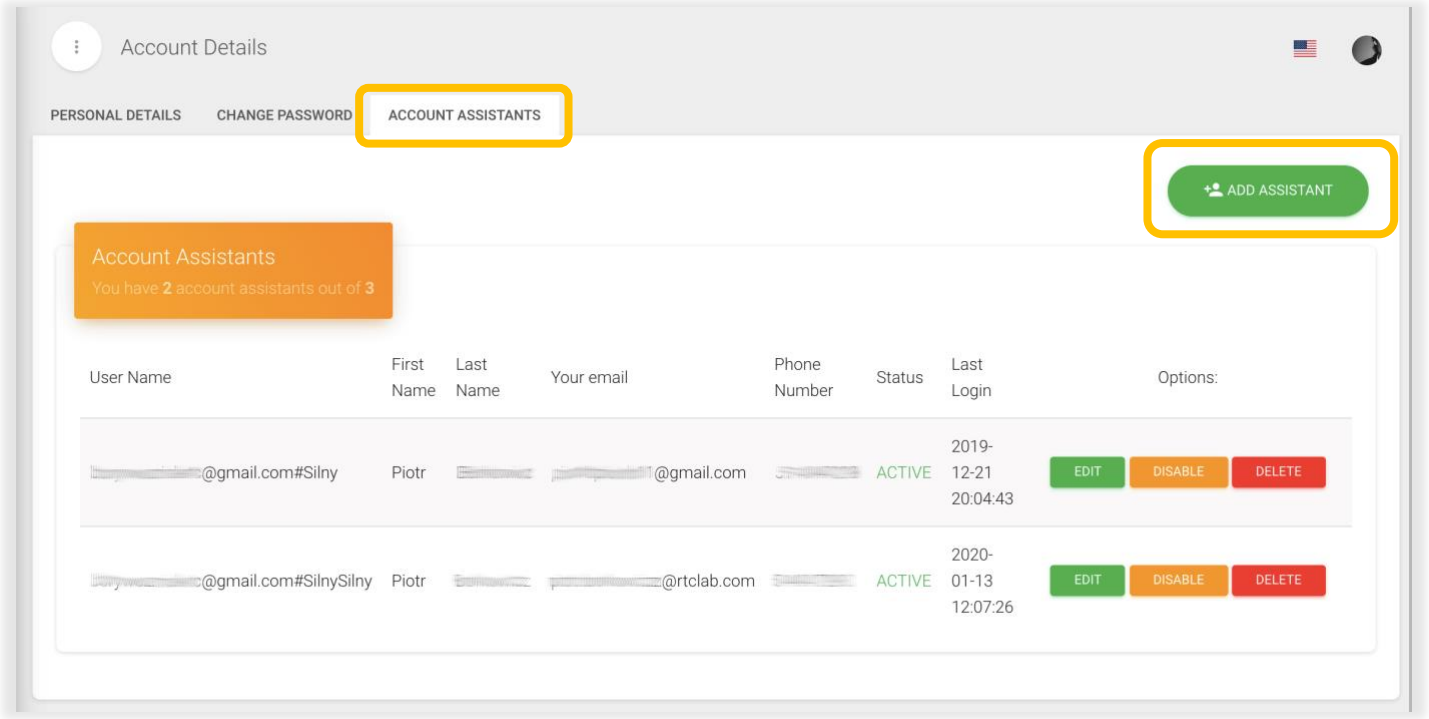
Be sure that you've filled out all the starred fields – if some fields are left blank, the profile will not appear in your account, and the assistant profile will not be created.

How to add an account assistant

1. Adding an assistant to your profile is easy! To do so, click on your profile icon, and go to "**My Profile**".

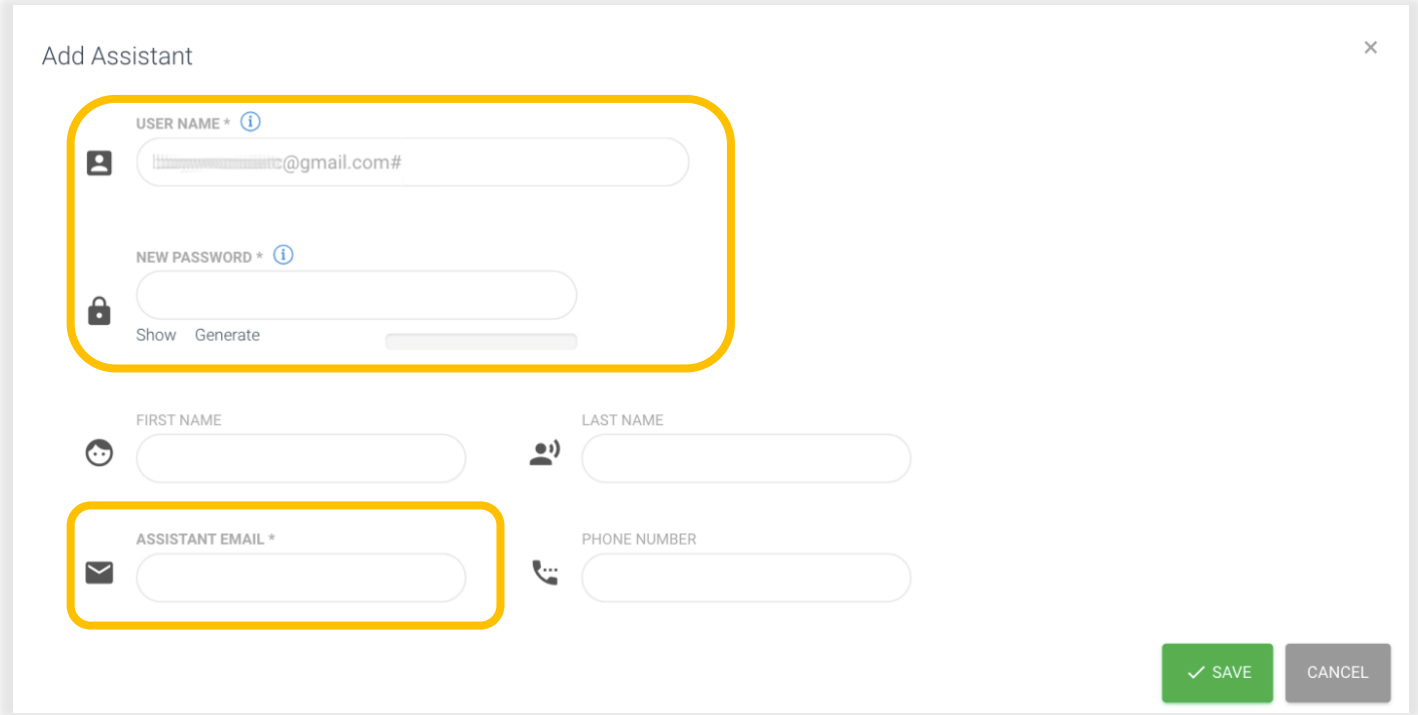


2. From there, click on the "**Account Assistants**" tab. Here you'll find all of your previously added account assistants. If you don't have any assistants and would like to add some, click "**Add Assistant**".

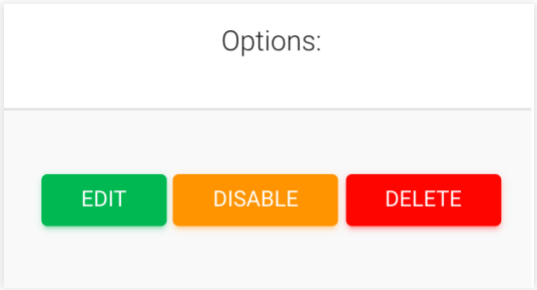


3. To add an assistant, fill out all of the starred fields – **Username**, **New Password**, and **Assistant Email**. Without these, an assistant will not be added.

The assistant account's login credentials will be the email your LiveWebinar account is created with, followed by a hash (or number key) with the username you give to the assistant account. For example, **johnsmith@youremailaddress.com#assistant1**.

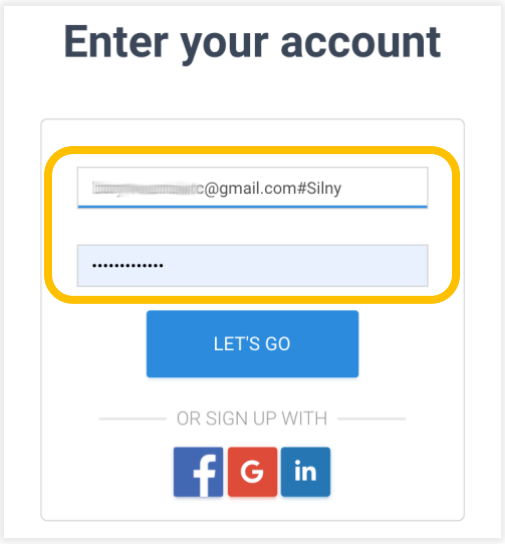
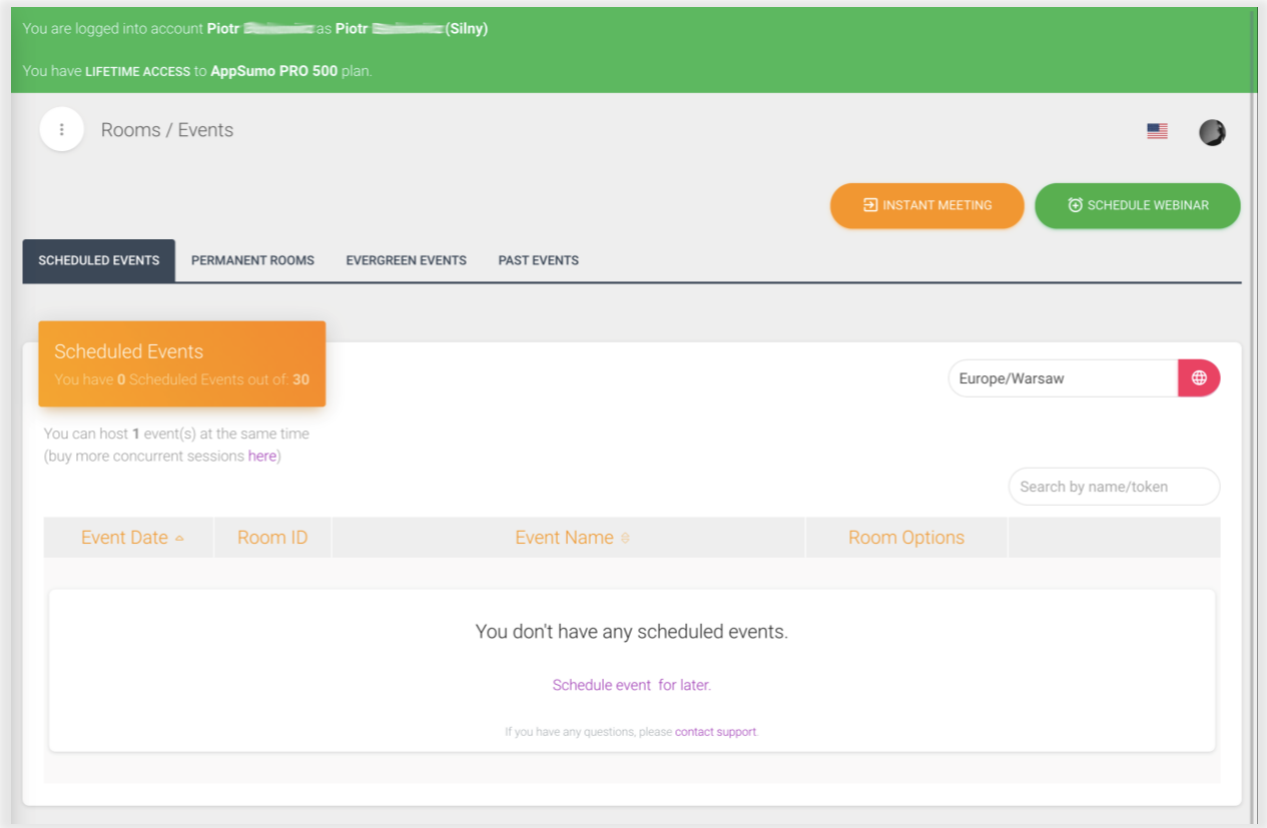


4. There are three actions you can perform with assistant accounts:
    a. **Edit**: change the details of the given assistant.
    b. **Disable**: temporarily disable an assistant.
    c. **Delete**: permanently delete an assistant.



How assistants can access the main account

1. An account assistant logs in with the email/login you provide, and the password you set for them. This information is entered directly in the LiveWebinar login dialogue box.



2. Once in the main account, the assistant can access everything except for the main account's profile, billing information and cannot manage other assistants. They can create new events, access the storage, upload new materials to it, assign/create presenters and more.