

CREATING & MANAGING SUB-ACCOUNTS



What are sub-accounts?

Subaccounts are separate accounts with different logins and emails. Each sub-account is independent, and depending on the selected plan, it will have different room capacity. Every sub-account has its own storage for recordings, different storage capacity and unique login and password. Enterprise plans can have multiple sub-accounts which can be configured in many ways, depending on the given client's needs.

When can I use sub-accounts?

Sub-accounts can come in handy when a user or company want to create multiple accounts for their employees, team members or business partners. This function is also useful in the case when we want to share selected documents from our storage with our sub-accounts (for example sales presentations or commercial offers).

Some examples of usage:

- A school principal creates sub-accounts for his/her teachers to monitor their lesson planning and execution and share with them necessary lesson materials.
- A sales department director can create sub-accounts for his/her team to give them a tool for communication during the sales process, to share documents and presentations and to monitor their meetings with clients.

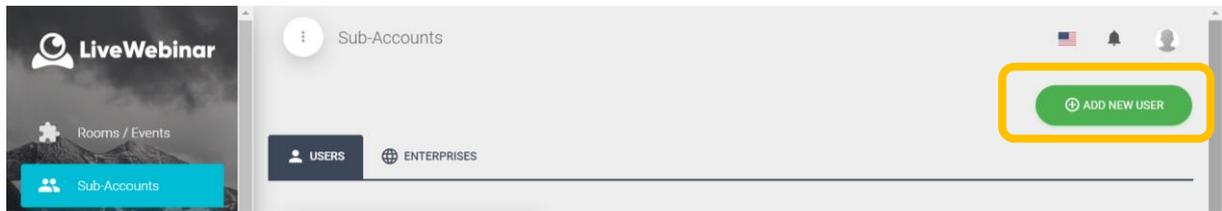
Sub-accounts vs main accounts

From the master level account, you can manage your sub-accounts, meaning you provide them with their login and password, can edit their data, and status (active/disabled). As the master account owner, you also assign a plan to each account in the case that the sub-account was labelled as PRO, BUSINESS, or CUSTOM.

It's also worth noting that sub-accounts and main accounts can plan all sorts of events independently of each other, meaning that the sub-accounts do not utilize the main account's concurrent sessions.

How to create sub-accounts

1. To create a sub-account, head to the sub-account tab under the main LiveWebinar menu. From there, click **“Add new user”**.



2. In the new user page, you can edit all the necessary information for the account – most important things to add here are the **sub-account’s email, username and password**. Without this information, the sub-account user will not be able to log into their account.

 A screenshot of the 'Sub-Account' creation form. The form is titled 'Sub-Account' and includes a profile picture placeholder with a 'CHANGE' button. The form fields are arranged in two columns:

- Left column: EMAIL, USER NAME, PASSWORD, FIRST NAME, LAST NAME, PHONE NUMBER, STREET, CITY (with 'Warsaw' entered).
- Right column: TIMEZONE (set to 'Europe/Warsaw'), DATE FORMAT (set to '08-20-2017 (m-d-y)'), TIME FORMAT (set to '09:01 AM (12h)'), COUNTRY (set to 'Poland'), COMPANY, PACKAGE (set to '--select package--'), and ABOUT.

 At the bottom right, there is a checkbox for 'AUTO CONFIRM AND ACTIVATE THIS ACCOUNT' and a 'CONTACT US' button.

3. Remember to also select a **package** for your sub-account – the account will not be confirmed until the type of package is selected. Depending on the package selected, the sub-account will have different features that are available and different room capacity. After logging into the subaccount for the first time, package pricing will appear, and you will have to select again the package you chose for the sub-account.

Pick the best plan for you

Monthly Annual 20% discount

FREE	PRO	BUSINESS BEST CHOICE	CUSTOM
<p>Advanced webinar software for small teams</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Up to 5 attendees <input checked="" type="checkbox"/> 2h of recordings <input checked="" type="checkbox"/> Screen Sharing <input checked="" type="checkbox"/> Tests, Polls & Surveys <input checked="" type="checkbox"/> Marketing Automation <p style="text-align: center; background-color: #007bff; color: white; border-radius: 10px; padding: 5px;">SIGN UP FOR FREE!</p>	<p>\$11.99 / month</p> <p>In addition, Pro includes</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Up to 100 attendees <input checked="" type="checkbox"/> 6h of recordings <input checked="" type="checkbox"/> Sub-accounts <input checked="" type="checkbox"/> YouTube & Vimeo Player <input checked="" type="checkbox"/> Chat Translation <p style="text-align: center; background-color: #007bff; color: white; border-radius: 10px; padding: 5px;">START 14 DAY TRIAL</p> <p style="text-align: center; font-size: small; color: #007bff;">Buy now</p>	<p>\$95.20 / month</p> <p>In addition, Business includes</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Up to 500 attendees <input checked="" type="checkbox"/> 8h of recordings <input checked="" type="checkbox"/> Participants Tracking <input checked="" type="checkbox"/> Full HD Recordings <input checked="" type="checkbox"/> Ads - banner <p style="text-align: center; background-color: #28a745; color: white; border-radius: 10px; padding: 5px;">START 14 DAY TRIAL</p> <p style="text-align: center; font-size: small; color: #28a745;">Buy now</p>	<p>Choose features, capacity and customize to you needs</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Up to 1500 attendees <input checked="" type="checkbox"/> Customized features, add-ons all under your domain <input checked="" type="checkbox"/> Live Streaming Services <input checked="" type="checkbox"/> Individual options <p style="text-align: center; background-color: #007bff; color: white; border-radius: 10px; padding: 5px;">CUSTOMIZE</p>

- To manage and check your existing sub-accounts go to the **“Sub-accounts”** menu. If edits need to be made to the account or if it must be deleted or disabled, simply click the **cog** icon in the account information bar.

To log into the sub-subaccount, simply click on **“Log In”** (you can also do this by hand with the help of the data added in step 2).

The **“Invite to Event”** option is used for sending an email to a given sub-account, including (for example) a link to the event you’d like to invite the given subaccount to.

The **“Disable”** and **“Delete”** options are used to deactivate it the account or to remove it.

Manage Users
You have 1 active users out of unlimited

Search by Name/Email

	Package	Basic	Contact	Status	Confirmed	Accounts	
	Business	Name: John Smith Company: ABC Company	E-mail: example@gmail.com	✓	✓	0	⚙️

Presenter options:

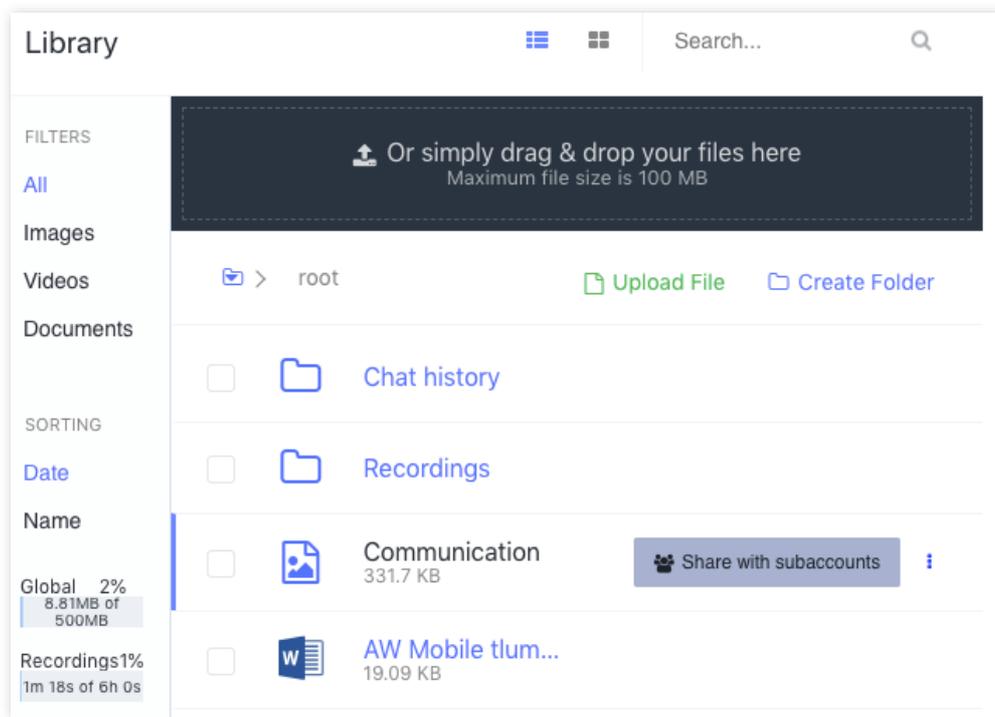
- Edit
- Disable
- Delete

Other options:

- Invite To Event
- Log In

Sharing files with sub-accounts:

1. To share a file with one of your subaccounts, head to your storage. From there, hover your mouse over the selected file(s). The option **“Share with sub-accounts”** will pop-up.



2. From there, simply select the sub-accounts you want to share the file with, select the permissions you want to give them, click **“Update”** and voila, your sub-accounts have now received the chosen files.

