CREATING & MANAGING SUB-ACCOUNTS

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Description

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.

Frequently Asked Questions

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.

What's the difference between sub-accounts and 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). Each sub-account created by the host account is based on free accounts.

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.

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

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.

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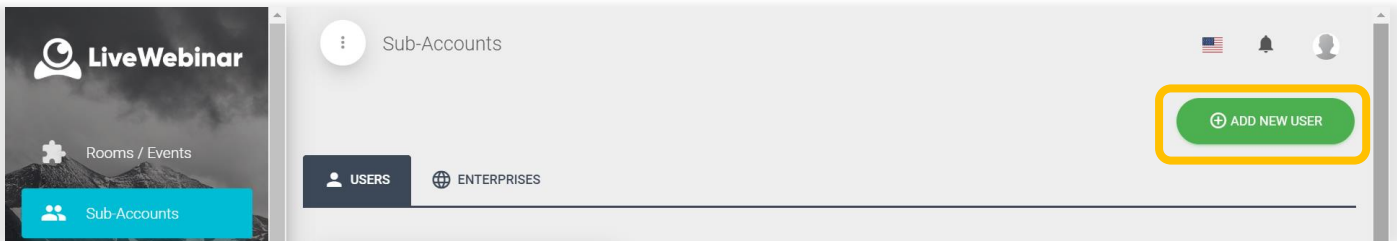
2. In the new user page, you can edit all the necessary information for the account – most important things to add here are the **sub-account's email**, **username,** and **password**. Without this information, the sub-account user will not be able to log into their account.
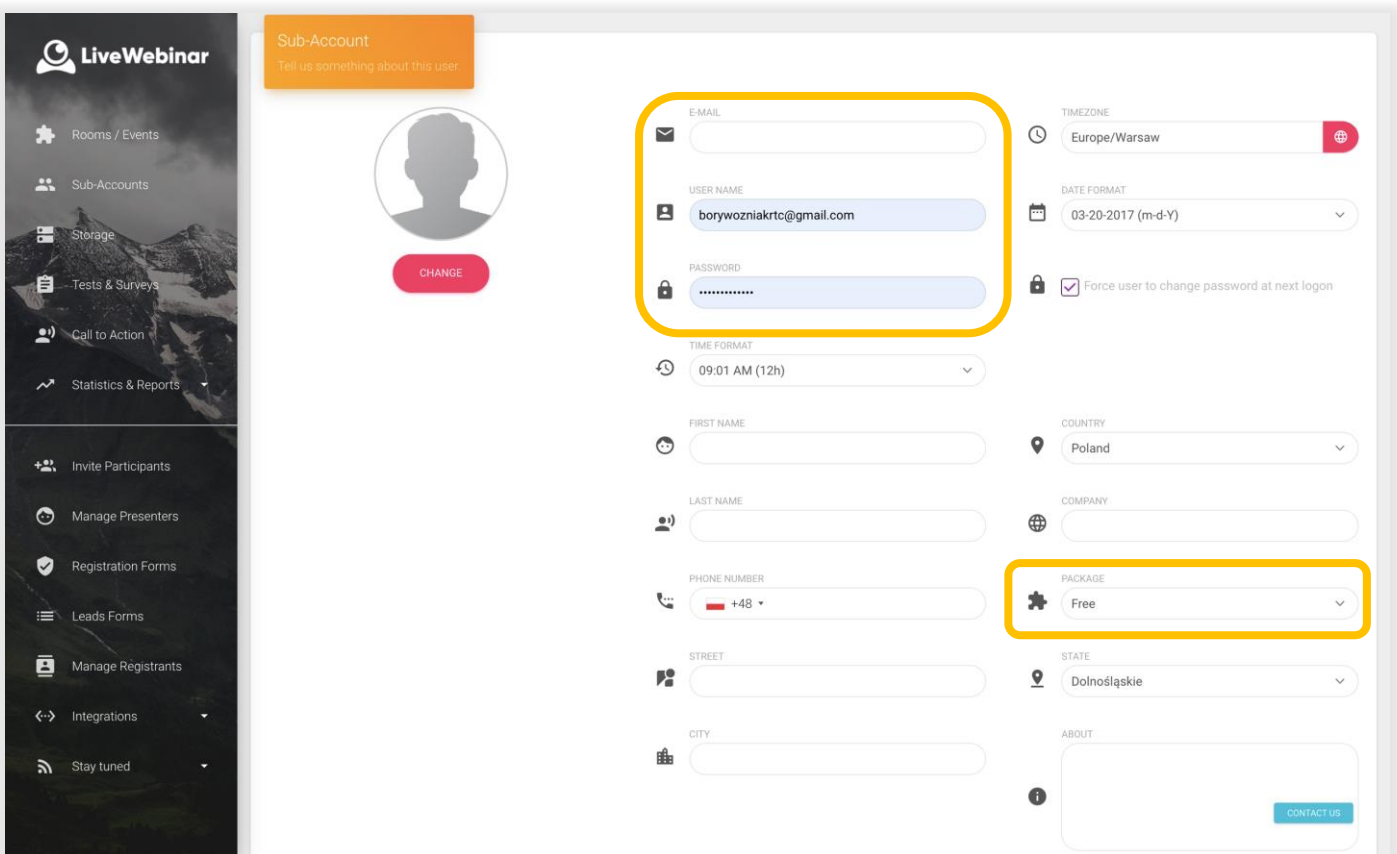

3. All subaccounts will be assigned to the free package.

4. 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.

Managing Sub-Accounts

The "**Edit**" option allows you to make change to the account, while the "**Disable**" and "**Delete**" options are used to deactivate it the account or to remove it.

To log into the sub-account, 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.
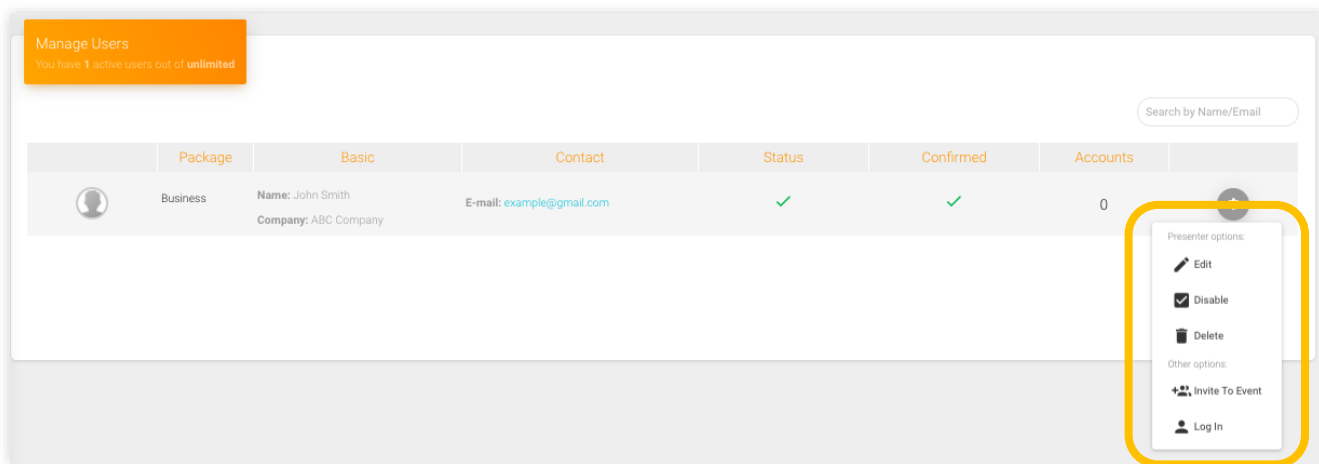
Sharing Files with Sub-Accounts

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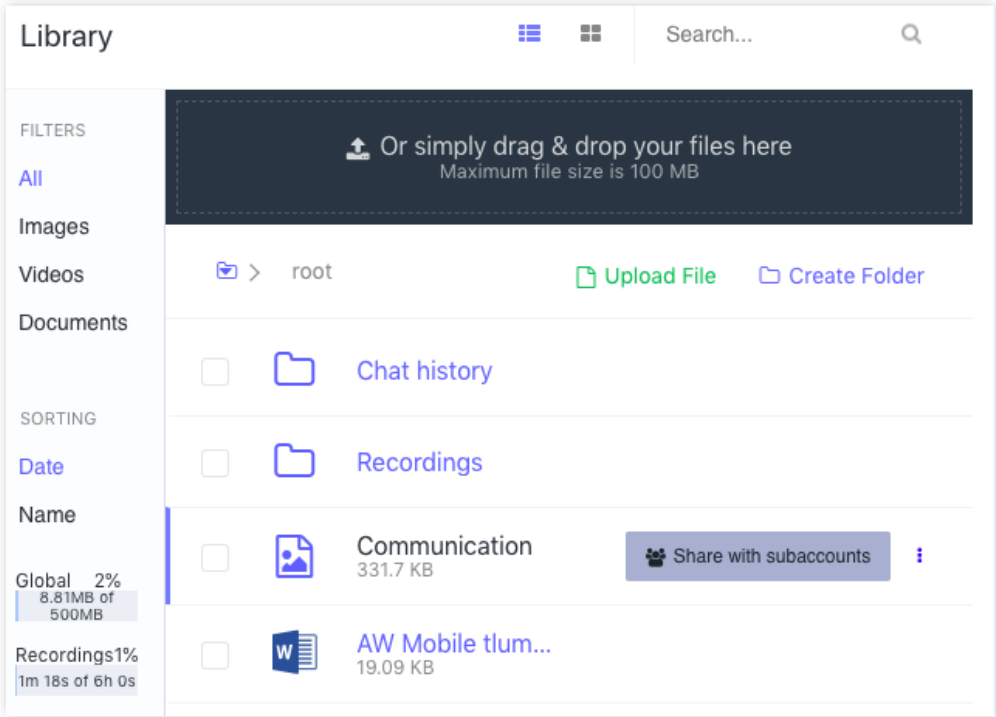
2. From there, simply select the sub-accounts you want to share the file with, select the permissions you want to give them, click "**Update**" and now your sub-accounts have now received the chosen files.