



How does a master account invite sub-accounts?

Step 1: Login

The master account will login to the Company's profile and access the manage profile page, use Organization Administrator username and password.

Step 2: Sub-account Management Page

Underneath the "Information & Settings" section there is a "Sub-accounts" icon that members can click on. This will direct masters to the invitation page where they can invite others directly or create new sub-accounts on their employee's behalf.

Step 3: Invite/ Create Sub-accounts

The master account can either send a direct link to their "employees/ sub-accounts" or insert their email address in the box provided for an invite. They will see the available number of employees that can be invited underneath the organization account. If the Organization Administrator wants to also participate in the community as a Member, they should send themselves a member invite as well. For example, John Smith registers ZYZ company. John Smith creates the Organization Account and will manage the account using different login credentials than a standard member. It is advised to use the company name as the username. Once the Organization account is set up, the Admin (primary contact, master account etc.) will then invite sub-accounts, and create their own member account if they wish to participate as a member. Only members can register for events and participate in the online community.

- The first option the master will see is the choice to create the new employee's account on their behalf. A master account will be prompted to log out first before creating the sub-account. Then the system will allow the master to go through the sub-account registration process.
- The second method is sending a direct link with a personalized message to the employee to fill out their own profile as a sub-account outside of the website. This will require a master to send the message outside of the software.
- The last option is to use the system's generic email notification to invite employees to become sub-accounts. Masters can enter up to 49 recipient's emails per message.

Step 4: Sub-account Registration Process

The sub-account will have to go through the registration process with the link included in the email to become an actual member. Once the registration is completed, the master may have to approve them (depending on the sub-account member type setting).

Step 5: Managing Sub-accounts

If there is a master account with sub-accounts, the sub-accounts are linked to the master account and the expiration date of the master account. The membership expiration date for the sub-account will expire when their master account expires. If a master account is suspended, all sub-accounts under that master account are suspended as well. If the Master Member has been suspended automatically by the system due to non-payment/expiration, once the Master Account's payment has been processed, all Members (Master and all attached subs) would regain access to their accounts right away.