

Add Sub reseller in Provider/Reseller Panel

Summary

This article provides summary on how a Sub Reseller can be added in Provider/Reseller panel and a customer can be associated to a Sub Reseller for management.

Applies To

This article applies to MachPanel Build v5.6.30 and later.

Sub reseller for Provider's / Reseller's Customer:

A sub-reseller is partner of a provider/reseller who can manage some assigned customers (during customer creation you can choose if that customer can be managed by the sub-reseller and choose that sub-reseller).

- In order to Add a Sub Reseller role, navigate to the following Path: **Home » System Configuration » System Users » Staff Roles** and add **New Role** as shown below:

Role ID	Role Description	Built-in Role	Sub Reseller Role	Options
Super Administrator	Super Administrator	Yes	No	Edit

* Role Name : Sub Reseller

* Role Description: Subreseller

Is sub reseller:

[Save](#) [Cancel](#)

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- Following Features are supported by a Sub reseller.

The screenshot displays the 'Features Access' panel, which is divided into three main sections:

- Billing Manager (click to select all sub-features)**:
 - View Documents
 - View Statements
 - View Payments
 - Manage Payments, Credits, Refunds
 - View Credit Cards
 - Register Payments
 - View Transaction Logs
- Customer Manager (click to select all sub-features)**:
 - Manage Customers
 - Manage Subscriptions
- Service Director (click to select all sub-features)**:
 - Manage Dedicated Servers
 - Manage Hosting Accounts
 - Manage Reseller Hosting Accounts
 - Manage Exchange Accounts
 - Manage Domain Names
 - Manage Service Queue
 - Manage Active Directory Organizations
 - Manage Active Directory Users
 - Manage SharePoint Accounts
 - Manage Wireless Accounts
 - Manage CRM Accounts

- In second step, navigate to following path: **Home » System Configuration » System Users » Staff Members** and **Add Staff Member** for the Sub reseller.

The screenshot shows the navigation path: **Home > System Configuration > System Users > Staff Members**. Below the navigation path, there are two tabs: **Staff Members** (active) and **Password Configuration**. Under the **Staff Members** tab, there is a search bar and an **Operations** section. A red arrow points to the **Add Staff Member** button in the **Operations** section.

- Select **Role**, Provide other details like and **Add Staff member**.

The screenshot shows the 'Add Staff Member' form. The form includes the following fields:

- ACCOUNT ADDRESS**: [Text input field]
- PASSWORD**: [Text input field]
- EMAIL ADDRESS**: [Text input field]
- ROLE**: [Dropdown menu]
- PHONE NUMBER**: [Text input field]
- FIRST NAME**: [Text input field]
- LAST NAME**: [Text input field]

Add Sub reseller in Provider/Reseller Panel

A new staff member will be added which servers as a subreseller.

Status	Name ¶	Email ¶	Last Login ¶	Last Login IP ¶	Option
Enabled	SubReseller Demo	Subreseller1@email.com	6/25/2018 7:00:28 AM		Edit Disable

Customer Managed by Sub Reseller:

- Now add a new **Customer** under your **Provider\Reseller** from path: **Home >> Customer Manager >> Customers** and select following option:

*Access Template: --Select Access Template--

Managed By Sub Reseller: SubReseller Demo[Subreseller1@email.com]

[Add Customer](#) [Add and Subscribe To Service](#)

- To update existing customers you need to select Customer(s) from **Home >> Customer Manager >> Customers** as shown below:

Home > Customer Manager > Customers

Customers List | Access Template | Contacts

Operations

[New Customer](#) [Export to Excel](#) [Import Customers](#) [Update Sub Reseller](#)

Search

<input type="checkbox"/>	Status	ID ¶	Customer Number ¶	Name ¶	Company name ¶	Owner ¶	Options
<input checked="" type="checkbox"/>	Active	1		Customer Demo	MachPanel Demo	Host Admin (Provider)	⋮

- Click **Update Sub Reseller** and select sub reseller from the drop down list. Click **Save and Apply** when done.

MachPanel Knowledgebase

<https://kb.machsol.com/Knowledgebase/54541/Add-Sub-reseller-in-ProviderRese...>