

Adding and Managing Users

WHMCS's user management system allows a single user to access multiple client accounts. This separates authentication and authorization from services, billing, and support.

You can associate users with specific client accounts in either the Client Area or the Admin Area.

 For more information about users and accounts, including the full details of adding and inviting users to accounts, see [Users and Accounts](#).

Sending Invitations

When you associate a user with a client account, you can send an invitation to a specified email address.

- The invitation contains a one-time link that is valid for seven days.
- The user must click the link and complete the process to accept the invitation.

The recipient can choose to either create a new user (if they do not have one) or log in as their existing user to accept the invitation.

While invitations go to the specified email address, the recipient can complete the invitation process using this link with any email address they choose. Accepting an invitation is not the same as [client email verification](#).

i

You have been invited to Client Test

WHMCS Admin has given you access to the Client Test account.

To accept the invite, please login or register below.

Login

Email Address
useraccount@exampleaccount.com

Password
Password

Login

Register

First Name
First Name

Last Name
Last Name

Email Address
useraccount@exampleaccount.com

Password
Password Generate

Password Strength: Enter a Password

I have read and agree to the [Terms of Service](#)

Register

In the Admin Area

From the Admin Area, you can add existing users or send invitations to new users.

To invite a new or existing user to a client account:

1. Go to the desired client's profile.
2. Click **Associate User**.
3. Select a user:
 - For **existing users** that are already registered in the WHMCS system, enter the user's name or email address in **Select User** and select the user from the displayed list.
 - For **new users** who have not already registered, enter the email address and select *Create new user*.
4. Check the desired permissions to set the level of access that the user has to this client account.
5. Set **Send Invite** to *YES* to send an invitation email.



If you set **Send Invite** to *NO*, the user will **not** receive an invitation email and they will become associated with the client account immediately.

6. Click **Associate User**.

The user will display in the **Users** tab list under **Pending Invites** until they accept the invitation.

Name / Email Address	Last Login Time	Last Login Details	Actions
Fiona Ritterling <small>OWNER</small> user@example.com	13/07/2020 12:44	IP Address: 192.168.203.1 Hostname: docker.for.mac.localhost	Manage Permissions Remove
Pending Invites useraccount@example.com Invite Sent: 1 hour ago	N/A	-	Resend Invite Cancel Invite

 You can resend or cancel invitations by going to the **Users** tab in the client profile and selecting **Resend Invite** or **Cancel Invite**, respectively.

In the Client Area

In the Client Area, a user can add multiple new or existing client accounts that it can then manage. We recommend this method.

Invite New User

Inviting a new user allows you to invite a new user to your account. If the invitee already has an existing user account, they will be able to access your account using their existing login credentials. If the user does not yet have a user account, they will be able to create one.

All Permissions
 Choose Permissions

Send Invite

To do this:

1. Go to **Hello, Name! > User Management**.
2. Enter an email address under **Invite New User**.
3. Choose **All Permissions** to grant all available permissions, or choose **Choose Permissions** and select the desired permissions.
4. Click **Send Invite**.

If you send an invitation to an email address for an existing account, they can access the client account using their existing login credentials. If the email address does not correspond to an existing account, they can create one.



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