



## Agent Administrator Adding a User to a Location

Adding users to webSUB begins on the Manage Users page. An Agent Administrator will have the ability to add additional users for their specific location. Please follow the steps below to add a user or agent administrator:

1. After logging in, the agent administrator will click “Manage Users” from the Action Menu.
2. Click “Add New User.”

### Manage Users

Authorized Users - AAA Texas LLC-183

Actions	User ID	User Name	Name	User Type	E-mail
<a href="#">Modify</a>   <a href="#">Delete</a>			amrita r Raina	Administrator	
<a href="#">Modify</a>   <a href="#">Delete</a>			Kimberley Jaso	Administrator	
<a href="#">Modify</a>   <a href="#">Delete</a>			Kathy P Harrell	User	
<a href="#">Modify</a>   <a href="#">Delete</a>			Steve Carlin	Administrator	

Export data to [Excel](#) / [Generate Report](#)

3. You are required to conduct a search to make sure the user does not already exist. Search by first and last name (minimum of one letter in each field) or by webSUB username (must be an exact match). There is an additional search field by e-mail. Enter the required information into a search criteria field, and click “Search.”

### Search for a WebSub User

You must first check to make sure the user does not already exist

Search by **First Name**  **and Last Name**

or

Search by **User Name**

or

Search by **E-mail**



- If no matches are found for your search criteria you will get Error 5020 – “No user was found for the criteria entered.” Click “Add New User.”

### Search for a WebSub User

• **ERROR - 5020 - NO USER WAS FOUND FOR THE CRITERIA ENTERED**

You must first check to make sure the user does not already exist

Search by **First Name**  **and Last Name**

or

Search by **User Name**

or

Search by **E-mail**

*If the search returned results and there is an exact match, add this user by clicking “Select.”*

### Search for a WebSub User

You must first check to make sure the user does not already exist

Search by **First Name**  **and Last Name**

or

Search by **User Name**

or

Search by **E-mail**

Please select a user to modify or press Add to add a new user.

Actions	User ID	User Name	Phone	First Name	Last Name	E-mail
<span style="border: 1px solid red; padding: 2px;">Select</span>	0	[REDACTED] L	[REDACTED]	Amrita	Koul	[REDACTED]

- After clicking “Add New User”, enter the “User Details” information.

*The e-mail address entered is where webSUB will send the emails containing the user’s username, temporary password, and webSUB link to login to the system.*

The screenshot shows the 'Add / Modify User' form. The 'User Details' section contains empty input fields for 'First Name \*', 'MI', 'Last Name \*', 'User Name \*', 'Phone \*', and 'E-mail \*'. The 'Authorized Actions for location Stewart's Brazoria' section has radio buttons for 'User' and 'Administrator', and checkboxes for 'Renew Registrations', 'View Batch', 'Manage Users', 'Reprint Renewal', 'Submit Batch', 'Manage Location', 'Void Renewal', and 'Reports'. 'Save' and 'Cancel' buttons are at the bottom, along with a note '\* required fields'.

*Please note, the “User Name” field will pre-populate after the “First Name” and “Last Name” fields are entered.*

The screenshot shows the 'Add / Modify User' form with populated data. In the 'User Details' section, 'First Name \*' is 'Amrita', 'Last Name \*' is 'Koul', and 'User Name \*' is pre-populated with a masked value. 'Phone \*' and 'E-mail \*' are also masked. In the 'Authorized Actions for location Bastrop Administration' section, the 'User' radio button is selected, and the 'Renew Registrations' checkbox is checked. 'Save' and 'Cancel' buttons and the '\* required fields' note are also present.

- Click “User” under “Authorized Actions” and select the appropriate permissions for the user.

*The Authorized Actions chosen for a user at one location will not affect the actions given under another location if you are adding a user that already exists in webSUB.*

*To add an “Administrator,” follow steps 1-4 above. During step 5, you will select “Administrator” under “Authorized Actions.”*

- Click 'Save' to add the administrator or user

*If there is an existing user with either the same email or username, then an error message will appear stating the existing user details. The administrator will be required to enter a different email, or modify the username, and click "Save" again.*

The screenshot shows the 'Add / Modify User' interface. At the top, there is a red error message: "ERROR - Email already exists, keep existing details or use a different Email address." Below this, the 'User Details' section contains fields for 'First Name \*' (Amrita) and 'Phone \*'. A 'Confirm Request' dialog box is overlaid on the form, displaying the following information: "This Agent already exists with below details: User Name : [redacted], Email : [redacted], First Name : Amrita, Last Name : Koul, Middle Name : [redacted], Phone : 0000000000". The dialog asks "Do you want to replace entered details ?" and has 'Yes' and 'No' buttons. At the bottom of the form, there are 'Save' and 'Cancel' buttons, and a note "\* required fields".

## Modifying Users

To make changes to a user, the administrator must first locate the user. To view users at your location:

- Click "Manage Users" on the Actions menu.
- Click "Modify" under Actions beside the user. The Add/Modify User page will open.

The screenshot shows the 'Manage Users' page for 'Authorized Users - AAA Texas LLC-183'. It features a table with columns for 'Actions', 'User ID', 'User Name', 'Name', 'User Type', and 'Email'. The 'Actions' column contains 'Modify' and 'Delete' links for each user. The 'Modify' link for the first user is highlighted with a red box. Below the table, there are links for 'Export data to Excel' and 'Generate Report', and buttons for 'Add New User' and 'Cancel'.

Actions	User ID	User Name	Name	User Type	Email
Modify   Delete	[redacted]	[redacted]	amrita r Raina	Administrator	[redacted]
Modify   Delete	[redacted]	[redacted]	Kimberley Jaso	Administrator	[redacted]
Modify   Delete	[redacted]	[redacted]	Kathy P Harrell	User	[redacted]
Modify   Delete	[redacted]	[redacted]	Steve Carlin	Administrator	[redacted]

3. Make changes to user details and authorized actions as needed.  
*Modifying a user's first or last name will not change the username.*
4. Click "Save".

## Deleting Users

---

When a user no longer requires access to WebSub, they should be deleted by an administrator. To delete an administrator please follow the steps below:

1. Click "Manage Users" on the Actions menu. The users for your location will be listed.

Manage Users					
Authorized Users - Stewart's Brazoria					
Actions	User ID	User Name	Name	User Type	E-mail
Modify   <span style="border: 1px solid red; padding: 2px;">Delete</span>	[REDACTED]	[REDACTED]	Amanda McElveen	User	[REDACTED]
Modify   Delete	[REDACTED]	APARKER	Annette Parker	Administrator	anneteparker02@yahoo.com
Modify   Delete	[REDACTED]	DFINK	Donna Fink	Administrator	shelley.ford@stacyahood.com
Modify   Delete	[REDACTED]	HHERRI	Haley Herrington	User	shelley.ford@stacyahood.com
Modify   Delete	[REDACTED]	JGREGU	Joyce Y Gregurek	Administrator	joyce_07_10@hotmail.com
Modify   Delete	[REDACTED]	MEMBER	Marybeth Emberland	User	memberland@gmail.com
Modify   Delete	[REDACTED]	QBOWLI	Quincey Bowling	Administrator	quinceybowling@hotmail.com
Modify   Delete	[REDACTED]	[REDACTED]	Dawn McElveen	Administrator	[REDACTED]

2. From the list of users, under the Actions column, click "Delete" beside the user.  
*A user must be deleted separately from every location they are associated with. Deleting a user will not delete the transactions they processed. Once a user is deleted, they can be added by going through the "Add a New User" steps above.*