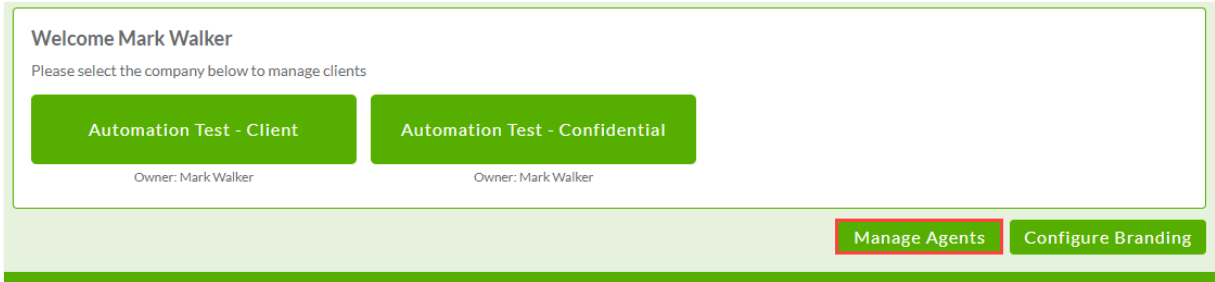


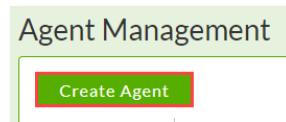
The 'Manage Agents' feature allows you add and remove agent accounts, amend which divisions can be accessed, and edit the permissions assigned to each agent.

ADDING A NEW AGENT

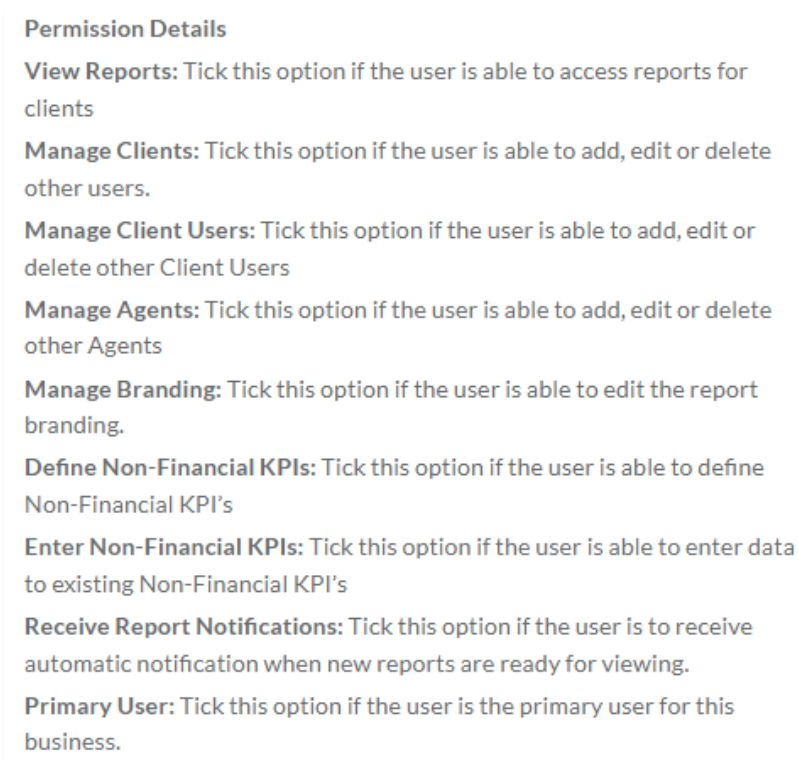
- 1) Login to VFD-Pro.com and then click on 'Manage Agents' at the bottom right of the page.



- 2) Click on 'Create Agent' at the top left of the new page



- 3) Enter the Agent's details and select their permissions and the divisions to which they should have access. The permissions are detailed on the right of the screen as shown below:



- 4) Click 'Save' at the bottom of the screen. This will trigger an email to the new user with a link for a one-time login allowing them to set their password for future logins.

Note: On clicking the link some users receive an error stating 'This page isn't working. Try clearing your cookies'. If this occurs, please advise them to click on the link 'try clearing your cookies' and follow the instructions provided.

EDITING AN AGENT/RESETTING AN AGENT'S PASSWORD

1) Follow step 1) from [Adding a New Agent](#)

2) Click 'Edit' next to the agent

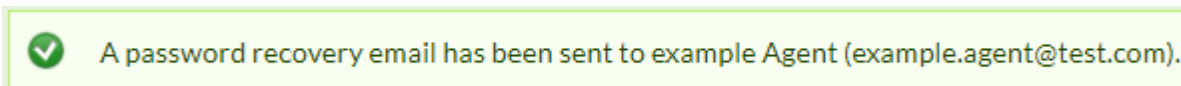
Agent Management

Create Agent

First Name	Last Name	Position	Email	Phone	Primary Agent	Operations
example	Agent		example.agent@test.com		No	view edit delete

3) From here you can amend the Agent's details and permissions, and also reset their password by clicking on 'Reset Password' in the bottom right of the page.

This will send them an email with a single-use link to reset their password and the below will be displayed at the top of the site:



Should you have any queries, or if we can be of any assistance, please email ticket@vfd-pro.com.