Managing Office Administrator Accounts In real.leads

The role of the office administrator is important in real.leads, supporting agents, properties and lead distribution. A special set of permissions are granted to users with this role to facilitate these functions.

From a management perspective, it is considered good practice to assign a unique login account for every individual that will share in this responsibility. Not only does this allow office management to have complete control over the account, but allows real.leads to keep track of the activities of each individual, which is useful when troubleshooting problems.

To create a new office administrator account, and existing office admin can do the following:

1. Sign-in to the real.leads admin tool (www.[office URL] /admin) and sign in as an office admin.
2. Navigate to the **General :: Admin Users** folder.
3. Select **Create a new contact in the Admin Users folder** option at the bottom of the page.
4. Fill in the **Name** and **Email** fields and click **Search for contact(s).**
5. Assuming the contact does not already exist, choose the **Create [name] as a new contact in the Admin User folder**.
6. There is no real need for more information on office admin users, so scroll to the bottom of the Modify Contact Details page and choose **Update contact information** option.
7. From the Contact Details page, choose the **Modify user account information for this contact** option.
8. On the Modify User Account information page, enter a **Username** and initial **Password** and select the “Office Administrator” role as **Primary** as well as **Assign** it.
9. Click the **Update user account** option.

Once signed in, and office admin can change their password by clicking their name which appears in the lower right corner of any page in the admin site.

To deactivate an office admin account, an existing office admin can do the following:

1. Locate and select the desired account in the **General :: Admin Users** folder.
2. From the Contact Details page, choose the **Modify user account information for this contact** option.
3. On the Modify User Account information page, uncheck the **Active** checkbox found under the Password entries.
4. Click the **Update user account** option.

Note that this method is preferable to *deleting* the contact – which will destroy any history of activity done under that account.