

If the company has at least one Secondary Admin, approval is required for new users. Primary Admins, Secondary Admins, and Business Users entitled to Approve Users can approve users.

After adding a new user,

- user status is "Setup Pending Approval".
- emails are sent to other Business Admin(s) and users with approval entitlement
- the user's name shows in the Approval widget

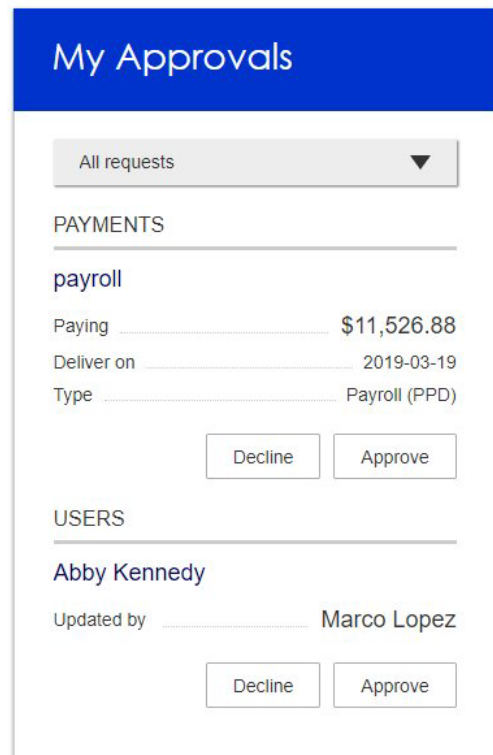
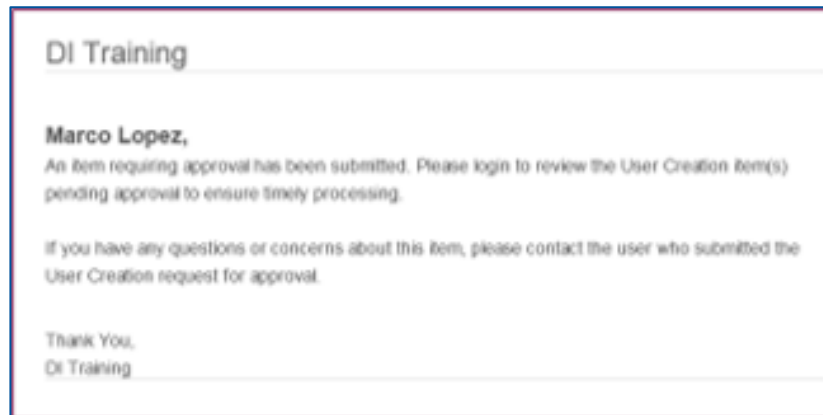
Edits to a user also require approval. Password resets do not count as an edit.

Steps to Approve a User:

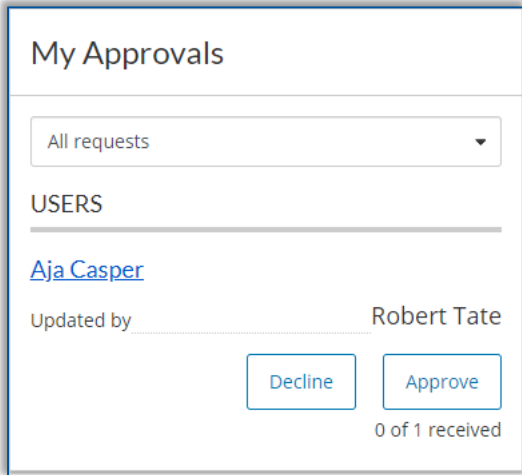
1. Go to My Approvals widget.
2. Click the user's name to review details.
3. Click Approve.

If **Decline** is selected, the user status changes to "Setup Approval Declined." The user remains on the Manage Users screen, where an admin update the user and resubmit for approval, or the admin can delete the user.

Tip: Users requiring approval stay on My Approvals widget indefinitely.



4. After clicking “Approve”, the approver will need to enter the security code provided by the VIP Access app. Once complete, the “My Approval” box on the dashboard will show a green bar that says “Approved” and the request will go away.



My Approvals

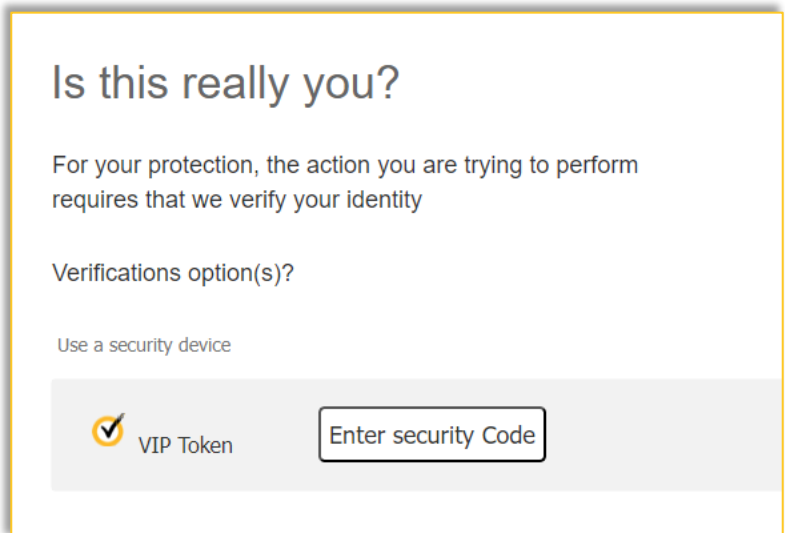
All requests ▼

USERS

[Aja Casper](#)

Updated by Robert Tate

0 of 1 received



Is this really you?

For your protection, the action you are trying to perform requires that we verify your identity

Verifications option(s)?

Use a security device

☒ VIP Token

Notes:

- Tokens are required to add new business users.
- The pop-up closes after 5 minutes.
- If the Admin closes the pop-up before completing verification, approval will not go through.