

Online Banking Business User Guide

Sub-User Status

Master Users can edit a sub-user's role and contact information (name, email, phone, and address). Additionally, a master user, or a sub-user with the **Manage Users and Roles Permission**, can edit a sub-user's status or reset a sub-user's password.

Sub-User Status Key:

- **Active** – Sub-users in an Active status are able to log in and access online banking. If a sub-user is Active, a Master User can change the sub-user's status to Frozen.
- **Locked** - Sub-users in a Locked status have locked themselves out of online banking due to excessive unsuccessful login attempts and must be given permission to log in and access online banking. If a sub-user is Locked, a Master User can change the sub-user's status to Active.
- **Frozen** - Sub-users in a Frozen status have been set to Frozen by a Master User and are unable to log in or access online banking. If a sub-user is Frozen, a Master User can change the sub-user's status to Active.
- **Disabled** - Sub-users in a Disabled status have been set to Disabled by Carolinas Telco Federal Credit Union and are unable to log in and access online banking. Sub-users in a Disabled status will *not* display in the Business Admin Widget. If a sub-user's status is Disabled, the status *cannot* be changed by a Master User.