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Adding Existing Users (Whitelabel Administrator)

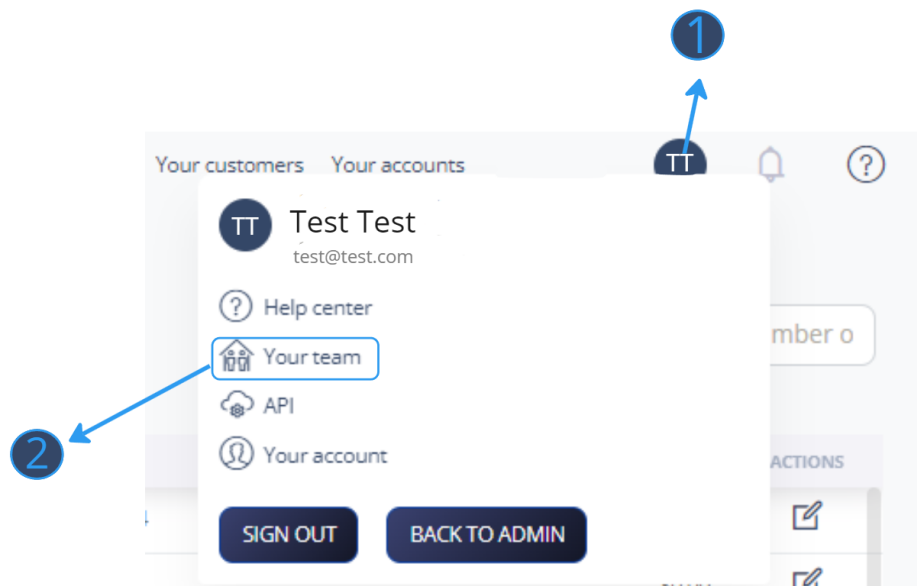
Santiago Garcia - 2025-09-16 - [Whitelabels](#)

Adding Existing Users (Whitelabel Administrator)

After creating a new customer, you may wish to add existing users from your white label to this account. This scenario is often applicable when adding an IT person responsible for managing multiple accounts under a personalized configuration.

Please follow these steps:

1. Log in
2. Select the initials logo of your profile > **Your Team**



3. Look for the user you need > Open the edit options
4. Add +

New User

Name

Test A1

Email address

testa1@test.com

Contact number

55555555

Date format

DD/MM/YYYY

E-mail template

Generic

WHITE LABEL

ROLE

STATUS

ACCOUNT

NUMBERS

Your Whitelabel

Account Administrator

Test Account (111111)

Search for number

Add +

ADD USER

CANCEL

5. Select the role you want to assign to this user.

6. Search for the customer (You can look it up by name or account number)

7. Add User

The user has been successfully added to the selected customer's account!