

**amasty**

For more details see how the [Login as Customer for Magento 2](#) extension works.

# Guide for Login as Customer for Magento 2

Use the special button to login as any existing customer just in one click. Grant permissions to sub-admin users to login as customer, as well as monitor the login attempts on the special grid.

- Fast login to any customer's account
- View all login attempts in the log
- Provide permissions to sub-admin users to login as customer

## Configuration

To adjust general module settings, navigate to **Stores → Configuration → Amasty Extensions → Login as Customer**.

Expand the **General** tab.

### General

**Open Customer`s Account in the New Tab**  
[global]

Yes

If set to `Yes`, the customer account page will be open in a new tab of your browser, otherwise, it will be open in a current tab.

**Allow Selecting Store View to Login**  
[global]

Yes

Please note that this setting depends on the `Account Sharing Options` (Store - Configuration - Customers - Customer Configuration).

**Open Customer`s Account in the New Tab** - if set to `Yes`, the customer account page will be open in a new tab of your browser, otherwise, it will be open in a current tab.

**Allow Selecting Store View to Login** - if a customer accounts shared per website, for logging you will be able to choose only those store views of the website this customer is associated with.

Please note that this setting depends on the `Account Sharing Options` (Store - Configuration - Customers - Customer Configuration).

# How to Login as Customer

The screenshot shows the 'Customers' management page in Magento 2. On the left is a vertical sidebar with navigation icons for Dashboard, Sales, Catalog, Customers, Marketing, Content, Reports, Amasty, Stores, and System. The main content area has a search bar, a search icon, and a user profile icon labeled 'admin'. Below this is a grid of customer records. The grid has columns for ID, Name, Email, ZIP, Country, State/Province, Customer Since, Account Created in, Date of Birth, and Action. A dropdown menu is open over the 'Action' column of the third row (Michael Black), showing options for 'Edit' and 'Login as Customer'. A mouse cursor is pointing at the 'Login as Customer' option.

ID	Name	Email	ZIP	Country	State/Province	Customer Since	Account Created in	Date of Birth	Action
1	Veronica Costello	roni_cost@example.com	49628-7978	United States	Michigan	Mar 11, 2018 4:24:23 PM	Default Store View	Dec 15, 1973	Select
2	Diana Levitzki	dianey1978@example.com	10032	United States	New York	Aug 28, 2019 11:03:09 AM	Default Store View	Aug 7,	Select
3	Michael Black	mike.black@example.com	50579	United States	Iowa	Aug 28, 2019 11:05:57 AM	Default Store View		Edit Login as Customer
4	Mary Smith	mary-smith-flowers@florista.com	20704	United States	Maryland	Aug 28, 2019 11:11:41 AM	Default Store View	Mar 12, 1994	Select
5	Jacob Wooden	jk.woodeny@gmail.com	98121	United States	Washington	Aug 28, 2019 11:14:29 AM	Default Store View	Nov 25, 1997	Select
6	Bruno Evans	BrunoMEvans@teleworm.us	55234	Germany	Bremen	Aug 28, 2019 11:17:37 AM	Default Store View		Select
7	Melanie Keith Groves	MelanieKGroves@jourrapide.com	WN1 7ET	United Kingdom		Aug 28, 2019 11:19:58 AM	Default Store View	Sep 23, 1995	Select

To login as any existing customer, please, go to **Customers** → **All Customers** and select the required one from the grid. Then, click the **Select** link. In the dropdown, choose the **Login as Customer** option to proceed to the user's dashboard on the frontend.

Veronica Costello

← Back   Delete Customer   Reset   Create Order   Reset Password   Login as Customer   Force Sign-In   Save and Continue Edit   Save Customer

**CUSTOMER INFORMATION**

Customer View

- Account Information
- Addresses
- Orders
- Billing Agreements
- Newsletter
- Product Reviews
- Wish List

**Personal Information**

Last Logged In:	Jul 25, 2018, 12:55:28 PM (Offline)	<b>Default Billing Address</b>
Account Lock:	Unlocked	Veronica Costello
Confirmed email:	Confirmation Not Required	6146 Honey Bluff Parkway
Account Created:	Jun 28, 2018, 5:58:37 AM	Calder, Michigan, 49628-7978
Account Created In:	Default Store View	United States
Customer Group:	General	T: (555) 229-3326

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Alternatively, you can select the required customer from the grid. Then, hit the **Login as Customer** button in the account to automatically login to the user's account.

The screenshot shows the LUMA account dashboard. At the top, there is a navigation bar with categories: What's New, Women, Men, Gear, Training, and Sale. A search bar and a shopping cart icon are also present. The main content area is titled 'My Dashboard' and includes a sidebar with navigation options like 'Account Dashboard', 'My Orders', 'My Downloadable Products', 'My Wish List', 'Address Book', 'Account Information', 'Stored Payment Methods', 'Billing Agreements', 'My Product Reviews', and 'Newsletter Subscriptions'. The main content is divided into several sections: 'Account Information' with contact details for Veronica Costello; 'Newsletters' indicating the user is not subscribed; 'Address Book' with 'Default Billing Address' and 'Default Shipping Address' both set to Veronica Costello at 6146 Honey Bluff Parkway, Calder, Michigan; and 'Recent Orders' showing two orders from 6/28/18, one closed and one processing.

When you have multiple store views the customer is assigned to, than you may need to select the required one to login.

## Login as Customer Log

To see all the login as customer attempts, please, go to **Reports → Login as Customer Log**.

ID ↑	Login date	Customer ID	Customer Email	Customer Name	Customer LastName	Admin ID	Admin Username	Admin Email	Website ID	Website Code
5	2018-07-26 07:22:35	2	<a href="mailto:janedoe@example.com">janedoe@example.com</a>	Jane	Doe	1	admin	admin@amasty.com	1	base
4	2018-07-26 07:22:18	4	<a href="mailto:paulsmith@example.com">paulsmith@example.com</a>	Paul	Smith	1	admin	admin@amasty.com	1	base
3	2018-07-26 07:21:47	1	<a href="mailto:roni_cost@example.com">roni_cost@example.com</a>	Veronica	Costello	1	admin	admin@amasty.com	1	base
2	2018-07-25 12:55:27	1	<a href="mailto:roni_cost@example.com">roni_cost@example.com</a>	Veronica	Costello	1	admin	admin@amasty.com	1	base
1	2018-07-24 16:42:13	1	<a href="mailto:roni_cost@example.com">roni_cost@example.com</a>	Veronica	Costello	1	admin	admin@amasty.com	1	base

On the grid you can see all login attempts with the detailed information about them.

## Login as Customer Permissions

Store admin can distribute a permission to login as customer to sub-admin users.

Please, go to **System** → **User Roles** and select the role you want to grant permission. Switch to the **Role Resources** tab. Optionally, switch the **Resource Access** option to **Custom**.

You can enable or disable the following role resources:

- Customers → Amasty Login as Customer → Login as Customer Permission
- Customers → Amasty Login as Customer → Login Grid

Find out how to install the Login as Customer extension via [Composer](#).

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