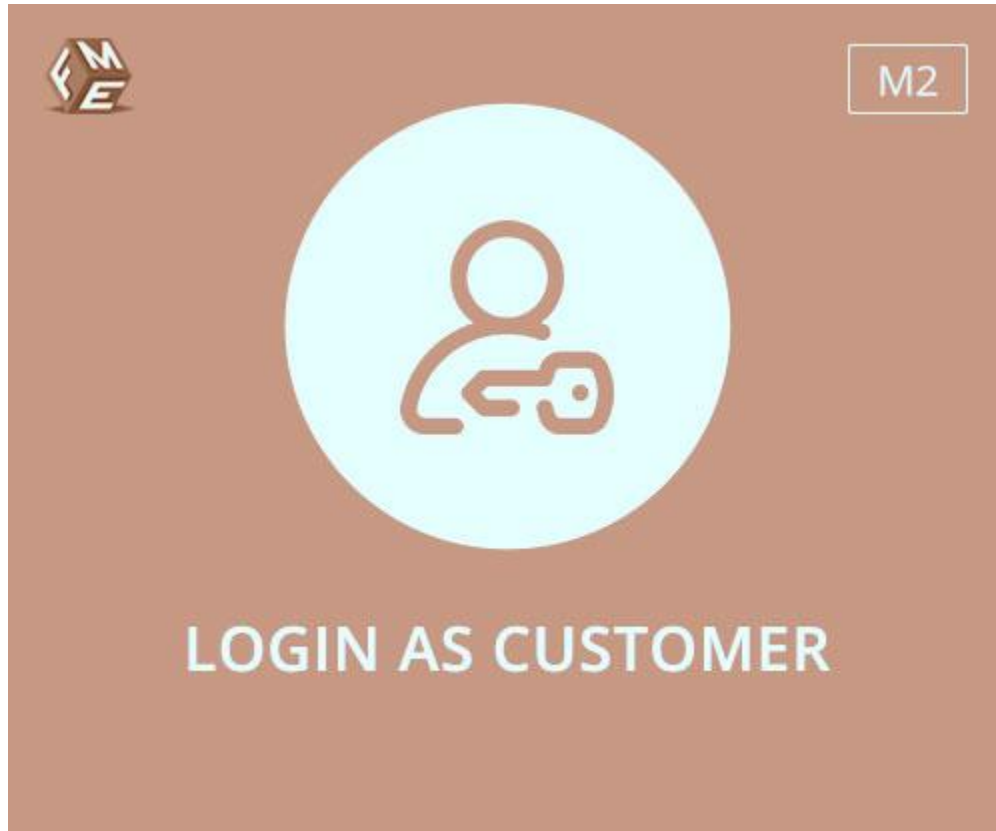




FME EXTENSIONS



EXTENSION FOR MAGENTO 2

USER GUIDE



INTENDED AUDIENCE

The content of this document is designed to facilitate the users - managers, supervisors, and others of **Admin Login As Customer** Extension for Magento 2. A step by step instruction has been added to this document to help users to install the extension on Magento 2.

This extension will only work on Magento 2. As a safe practice always backup your files and database before installing any extension on Magento. If you are looking for someone to install the extension, we can do it for you as well. Just go to the following link and let support know the order id to expedite the installation process.

Once you have installed please see the User Guide to help you understand how to use the extension to its full capacity. If you still have questions, feel free to contact us on our website.



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USER GUIDE

After installation of the extension, make sure the setup is upgraded and static-contents are deployed. Login to the admin panel and flush your Magento cache storage.

HOW TO CONFIGURE THE EXTENSION

At the back end, go to **STORES > Configurations**. Here You can find the following settings

GENERAL SETTING

- **Enable/Disable The Admin Login As Customer:** Options to Enable / Disable module

BUTTON HIDE/SHOW

- **Customer Grid Column:** Select yes/no to show/hide login as customer button on a customer grid column
- **Customer Edit Page:** Select yes/no to show/hide login as customer button on the customer edit page
- **Order Grid Column:** Select yes/no to show/hide login as customer button on order grid column
- **Order View Page:** Select yes/no to show/hide login as customer button on the order view page
- **Invoice Grid Column:** Select yes/no to show/hide login as customer button on an invoice grid column
- **Invoice View Page:** Select yes/no to show/hide login as customer button on the invoice view page
- **Shipment Grid Column:** Select yes/no to show/hide login as customer button on a shipment grid column
- **Shipment View Page:** Select yes/no to show/hide login as customer button on the shipment view page



- **Credit Memo Grid Column:** Select yes/no to show/hide login as customer button on credit memo grid column
- **Credit Memo View Page:** Select yes/no to show/hide login as customer button on credit memo view page

FME EXTENSIONS
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Admin Login As Customer

General Setting

Enable / Disable the Admin Login As Customer Enable

[store view] Enable or disable the AdminLoginAsCustomer

Button hide/show

Customer Grid Column [store view]	Yes <input type="button" value="v"/>
Customer Edit Page [store view]	Yes <input type="button" value="v"/>
Order Grid Column [store view]	Yes <input type="button" value="v"/>
Order View Page [store view]	Yes <input type="button" value="v"/>
Invoice Grid Column [store view]	Yes <input type="button" value="v"/>
Invoice View Page [store view]	Yes <input type="button" value="v"/>
Shipment Grid Column [store view]	Yes <input type="button" value="v"/>
Shipment View Page [store view]	Yes <input type="button" value="v"/>
Credit Memo Grid Column [store view]	Yes <input type="button" value="v"/>
Credit Memo View Page [store view]	Yes <input type="button" value="v"/>



HOW CAN ADMIN LOGIN AS CUSTOMER

Admin can also login as a customer from Customer View Page, Order View Page, Order Grid, Invoice Grid, Shipment Grid, Credit Memo Grid, etc.

CUSTOMER GRID

Customers													Add New Customer	
Name	Email	Group	Phone	ZIP	Country	State/Province	Customer Since	Web Site	Confirmed email	Account Created in	Date of Birth	Action	Login As Customer	
Veronica Costello	roni_cost@example.com	General	(555) 229-3326	49628-7978	United States	Michigan	Feb 1, 2019 10:00:48	Main Website	Confirmation Not Required	Default Store View	Dec 15, 1973	Edit	Login	

CUSTOMER VIEW PAGE

Veronica Costello 29 FME Demo

[← Back](#)
[Delete Customer](#)
[Login As Customer](#)
[Reset](#)
[Create Order](#)
[Reset Password](#)
[Force Sign-In](#)
[Save and Continue Edit](#)
[Save Customer](#)

CUSTOMER INFORMATION

- Customer View
- Account Information
- Addresses
- Orders
- Billing Agreements
- Wish List

Personal Information

Last Logged In:	Mar 9, 2020, 9:52:20 AM (Offline)	Default Billing Address
Account Lock:	Unlocked	Veronica Costello
Confirmed email:	Confirmation Not Required	6146 Honey Bluff Parkway
Account Created:	Feb 1, 2019, 10:00:48 AM	Calder, Michigan, 49628-7978
Account Created in:	Default Store View	United States
Customer Group:	General	T: (555) 229-3326



ORDER GRID

Orders
Create New Order

Filters
Default View
Columns
Export

Actions
2 records found
20 per page
1 of 1

Login As Customer	ID	Purchase Point	Purchase Date	Bill-to Name	Ship-to Name	Grand Total (Base)	Grand Total (Purchased)	Status	Action	Signifyd Guarantee Decision
Login	000000002	Main Website Main Website Store Default Store View	Feb 1, 2019 10:00:52 AM	Veronica Costello	Veronica Costello	\$39.64	\$39.64	Closed	View	

ORDER VIEW PAGE

#000000002

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 FME Demo

← Back
Login As Customer
Send Email
Reorder

ORDER VIEW

Information

Invoices

Credit Memos

Shipments

Comments History

Order & Account Information

Order # 000000002 (The order confirmation email is not sent)

Order Date: Feb 1, 2019, 10:00:52 AM

Order Status: Closed

Purchased From: Main Website
Main Website Store
Default Store View

Account Information [Edit Customer](#)

Customer Name: Veronica Costello

Email: roni_cost@example.com

Customer Group: General

Address Information

Billing Address [Edit](#)

Veronica Costello
6146 Honey Bluff Parkway
Calder, Michigan, 49628-7978
United States
T: (555) 229-3326

Shipping Address

[Edit](#)

Veronica Costello
6146 Honey Bluff Parkway
Calder, Michigan, 49628-7978
United States
T: (555) 229-3326



INVOICE GRID

Invoices

Actions < 1 of 1 >

Login As Customer	Invoice ↓	Invoice Date	Order #	Order Date	Bill-to Name	Status	Grand Total (Base)	Grand Total (Purchased)	Action
Login	<input type="checkbox"/> 000000001	Feb 1, 2019 10:00:51 AM	000000001	Feb 1, 2019 10:00:51 AM	Veronica Costello	Paid	\$36.39	\$36.39	View
Login	<input type="checkbox"/> 000000002	Feb 1, 2019 10:00:52 AM	000000002	Feb 1, 2019 10:00:52 AM	Veronica Costello	Paid	\$39.64	\$39.64	View

INVOICE VIEW PAGE

#000000001 ← Back Send Email Print **Login As Customer**

Order & Account Information

<p>Order # 000000001 (The order confirmation email is not sent)</p> <p>Order Date: Feb 1, 2019, 10:00:51 AM</p> <p>Order Status: Processing</p> <p>Purchased From: Main Website Main Website Store Default Store View</p>	<p>Account Information Edit Customer</p> <p>Customer Name: Veronica Costello</p> <p>Email: roni_cost@example.com</p> <p>Customer Group: General</p>
--	--

SHIPMENT GRID

Shipments

Actions < 1 of 1 > 2 records found

Login As Customer	Shipment ↓	Ship Date	Order	Order Date	Ship-to Name	Total Quantity	Action
Login	<input type="checkbox"/> 000000001	Feb 1, 2019 10:00:51 AM	000000001	Feb 1, 2019 10:00:51 AM	Veronica Costello	1.0000	View
Login	<input type="checkbox"/> 000000002	Feb 1, 2019 10:00:52 AM	000000002	Feb 1, 2019 10:00:52 AM	Veronica Costello	1.0000	View



SHIPMENT VIEW PAGE

#000000001 ← Back Login As Customer Print Send Tracking Information

Order & Account Information

Order # 000000001 (The order confirmation email is not sent)

Order Date: Feb 1, 2019, 10:00:51 AM

Order Status: Processing

Purchased From: Main Website
Main Website Store
Default Store View

Account Information [Edit Customer](#)

Customer Name: Veronica Costello

Email: roni_cost@example.com

Customer Group: General

CREDIT MEMOS GRID

Credit Memos

Actions 1 records found < 1 of 1 >

Login As Customer	Credit Memo	Created	Order	Order Date	Bill-to Name	Status	Refunded	Action
Login	<input type="checkbox"/>	000000001	Feb 1, 2019 10:00:52 AM	000000002	Feb 1, 2019 10:00:52 AM	Veronica Costello	Refunded	\$39.64 View

CREDIT MEMOS VIEW PAGE

View Memo ← Back Send Email Print Login As Customer

Order & Account Information

Order # 000000002 (The order confirmation email is not sent)

Order Date: Feb 1, 2019, 10:00:52 AM

Order Status: Closed

Purchased From: Main Website
Main Website Store
Default Store View

Account Information [Edit Customer](#)

Customer Name: Veronica Costello

Email: roni_cost@example.com

Customer Group: General



This module also maintains the login history of admins i.e. which admin logged-in from which customer's account. From the admin panel, go to **Customers > Login As Customer** to check the login history.

Admin Login As Customer											
<input type="checkbox"/>	ID ↓	Customer ID	Customer Email	Customer Name	Admin ID	Admin Name	Admin Email	Website Id	Website Code	Login From	Logged At
<input type="checkbox"/>	1	1	roni_cost@example.com	Veronica Costello	2	FME Demo	info@fmeextensions.com	1	base	Order Grid	2020-03-03 13:47:46
<input type="checkbox"/>	6	1	roni_cost@example.com	Veronica Costello	1	admin	kamran.malik@unitedsol.net	1	base	Shipment View Page	2020-03-05 07:18:55
<input type="checkbox"/>	7	1	roni_cost@example.com	Veronica Costello	2	FME Demo	info@fmeextensions.com	1	base	Customer Grid	2020-03-09 09:52:20

Admin can also download the login history as XML or CSV file which is on path:

<magento/pub/media/LogInAsCustomer>



DISCLAIMER

It is highly recommended to back up your server files and database before installing this module.

No responsibility will be taken for any adverse effects occurring during installation.

It is recommended you install on a test server initially to carry out your own testing.