

Login As Customer for Magento 2

User Guide

Version 1.0

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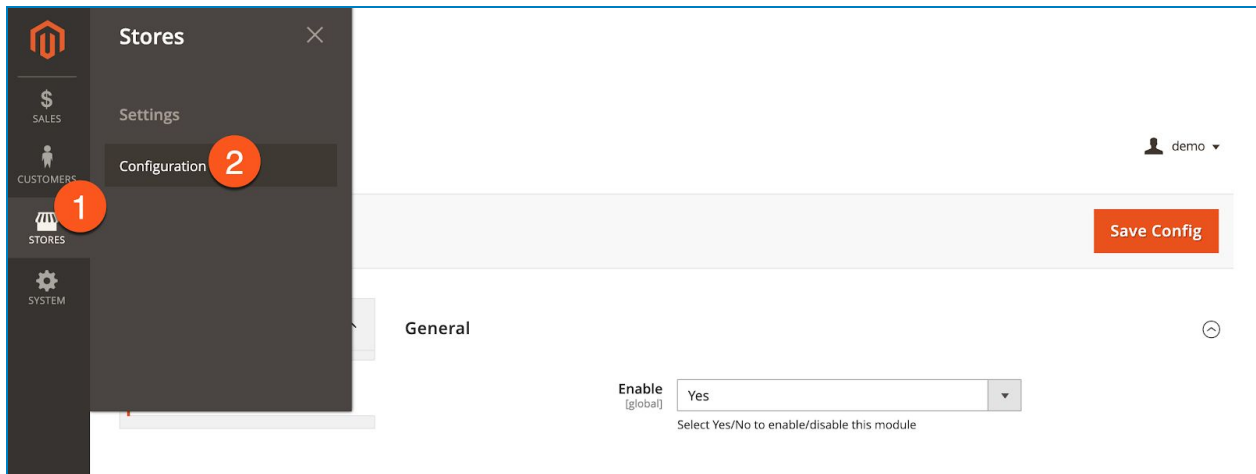
I) Introduction

Login As Customer for Magento 2 gives admins the ability to log in to customer accounts from the backend in one click without the necessity to request username and password from customers. Therefore, the admins can resolve any issue related to customer accounts or purchasing process quickly and efficiently.

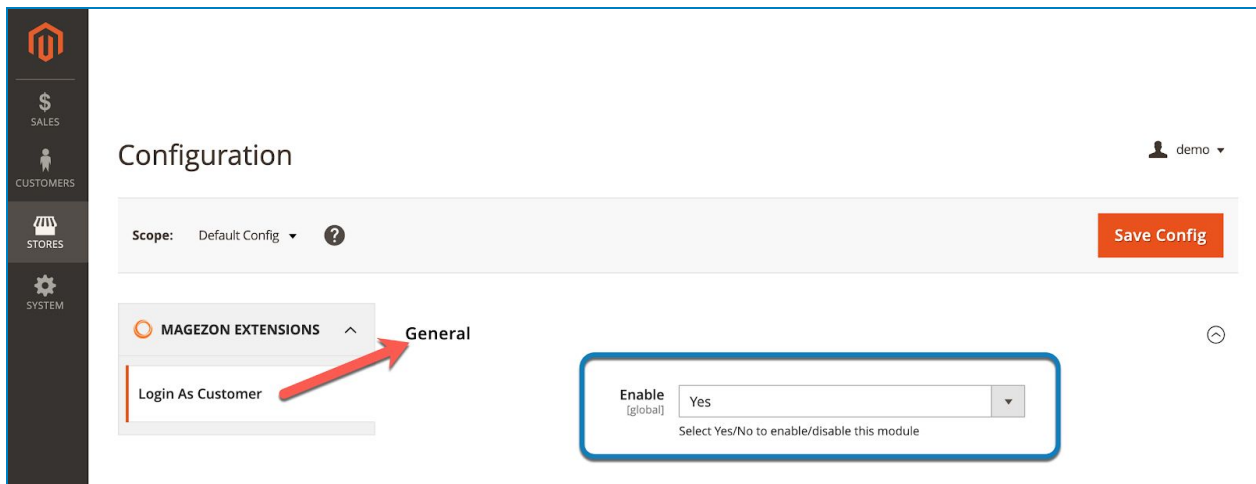
- Log in to customer accounts in one click
- Track and record all login actions
- Limit login permission to specific sub-admin users

II) Where to Find Extension

After installing the extension, navigate to **Stores > Settings > Configuration**:

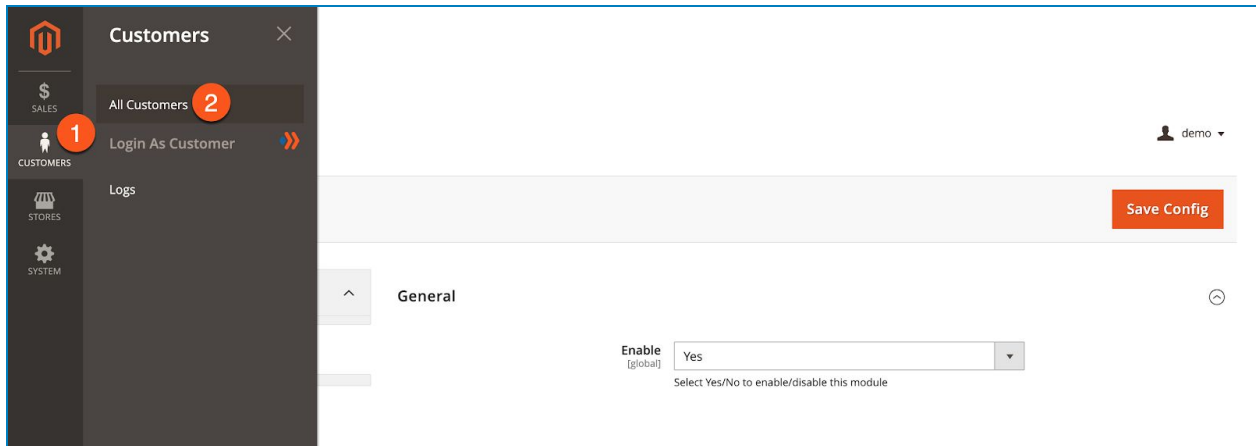


In the left panel, span **Magezon Extensions** and click **Login As Customer**. In the **General** section on the right-hand side, you can choose Yes/No from **Enable** drop-down to enable/disable the extension:

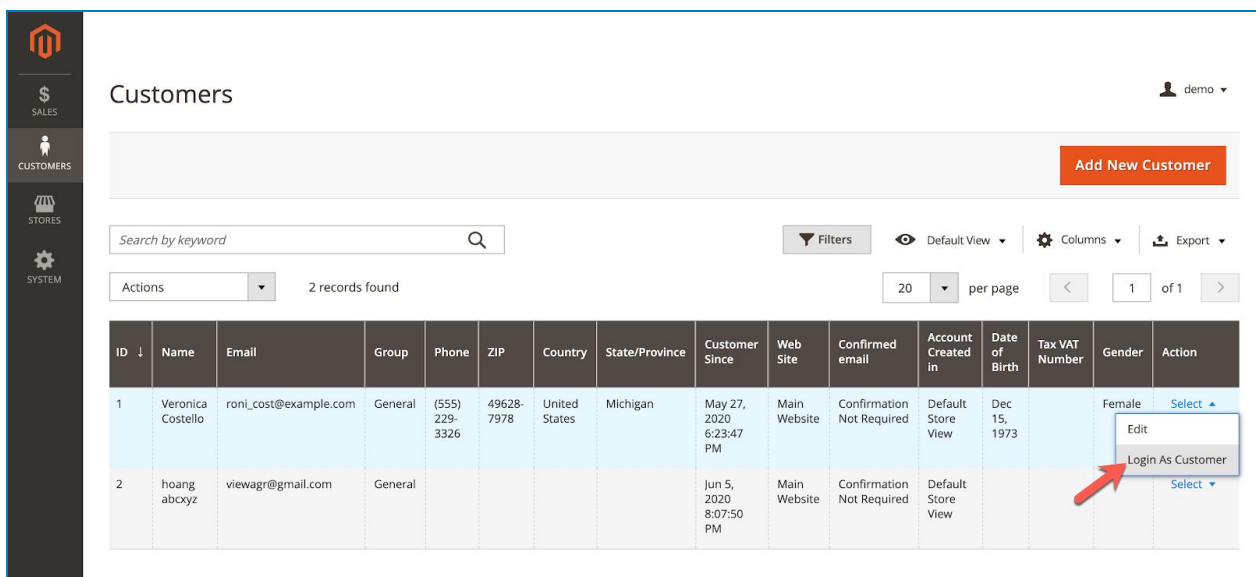


III) Log In From Customer Grid Page

- Go to **Customers > All Customers** and you'll see a grid containing all customers of your website:

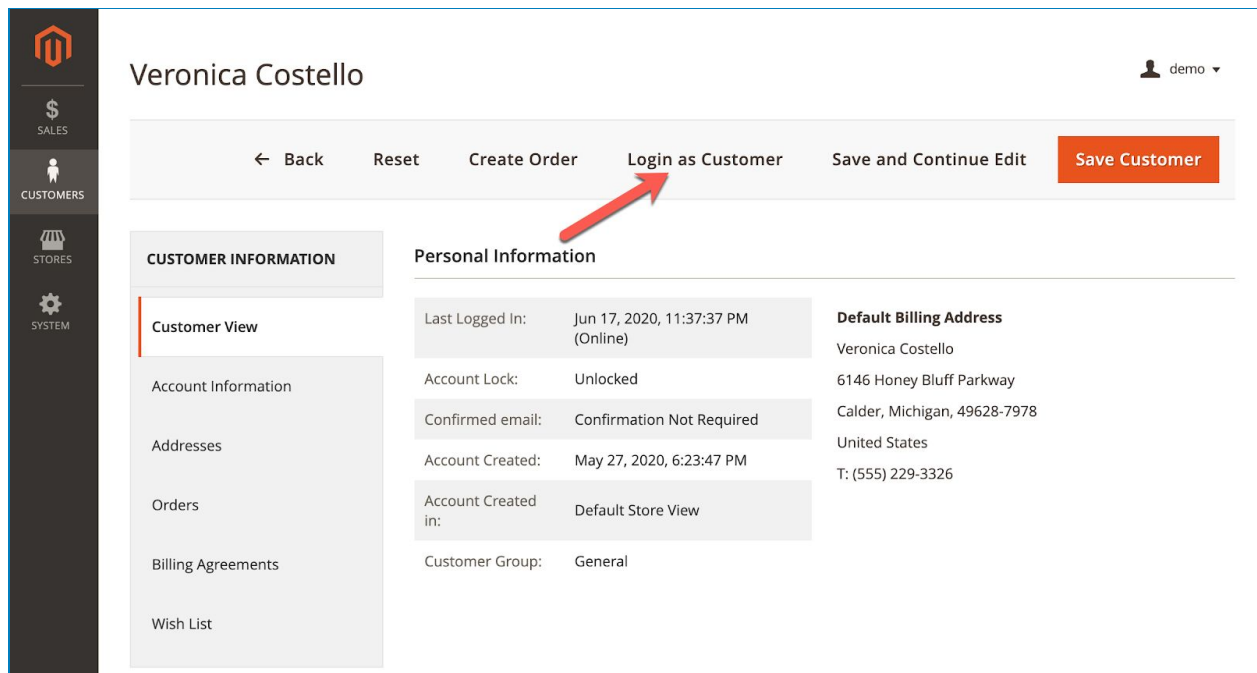


- In **Action** column, click **Select** drop-down list and click **Login As Customer** to log in to the account of your chosen customer:



IV) Log In From Customer View Page

- When you open a customer view page, click **Login As Customer** on the top bar to log in to the customer account:



Veronica Costello demo ▾

← Back Reset Create Order **Login as Customer** Save and Continue Edit **Save Customer**

CUSTOMER INFORMATION

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

Personal Information

Last Logged In:	Jun 17, 2020, 11:37:37 PM (Online)	Default Billing Address
Account Lock:	Unlocked	Veronica Costello
Confirmed email:	Confirmation Not Required	6146 Honey Bluff Parkway
Account Created:	May 27, 2020, 6:23:47 PM	Calder, Michigan, 49628-7978
Account Created in:	Default Store View	United States
Customer Group:	General	T: (555) 229-3326

V) Log In From Order Grid Page

- Go to **Sales > Operations > Orders** and you'll see a grid containing all orders:

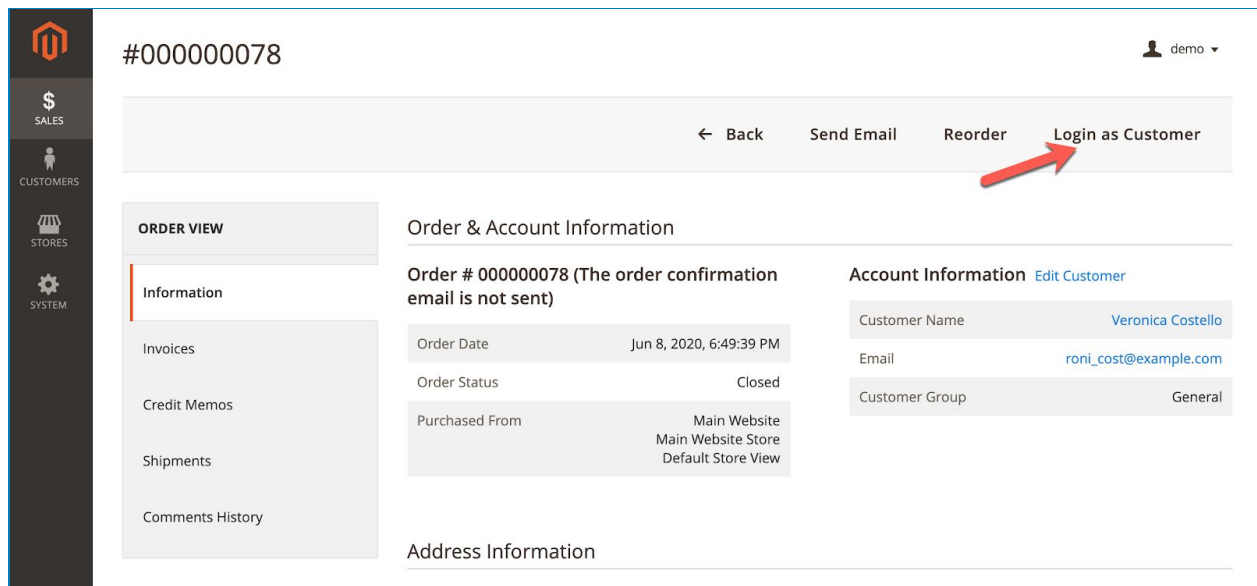
ID	Purchase Point	Purchase Date	Bill-to Name	Ship-to Name	Grand Total (Base)	Grand Total (Purchased)	Status	Action	Signifyd Guarantee Decision
	Default Store View	Jun 8, 2020 6:49:39 PM	Veronica Costello	Veronica Costello	\$97.43	\$97.43	Closed	Select	
	Default Store View	Jun 8, 2020 6:49:03 PM	Veronica Costello	Veronica Costello	\$97.43	\$97.43	Closed	Select	
000000076	Main Website Main Website Store Default Store View	Jun 8, 2020 6:48:09 PM	Veronica Costello	Veronica Costello	\$97.43	\$97.43	Processing	Select	

- In **Action** column, click **Select** drop-down list and click **Login As Customer** to log in to the account of the customer with this order:

ID	Purchase Point	Purchase Date	Bill-to Name	Ship-to Name	Grand Total (Base)	Grand Total (Purchased)	Status	Action	Signifyd Guarantee Decision
000000064	Main Website Main Website Store Default Store View	Jun 5, 2020 11:39:10 PM	Veronica Costello	Veronica Costello	\$97.43	\$97.43	Closed	Select	
000000065	Main Website Main	Jun 8, 2020 6:20:04 PM	Veronica Costello	Veronica Costello	\$97.43	\$97.43	Pending	Select	

VI) Log In From Order View Page

- When you open an order view page, click **Login As Customer** on the top bar to log in to the customer account:

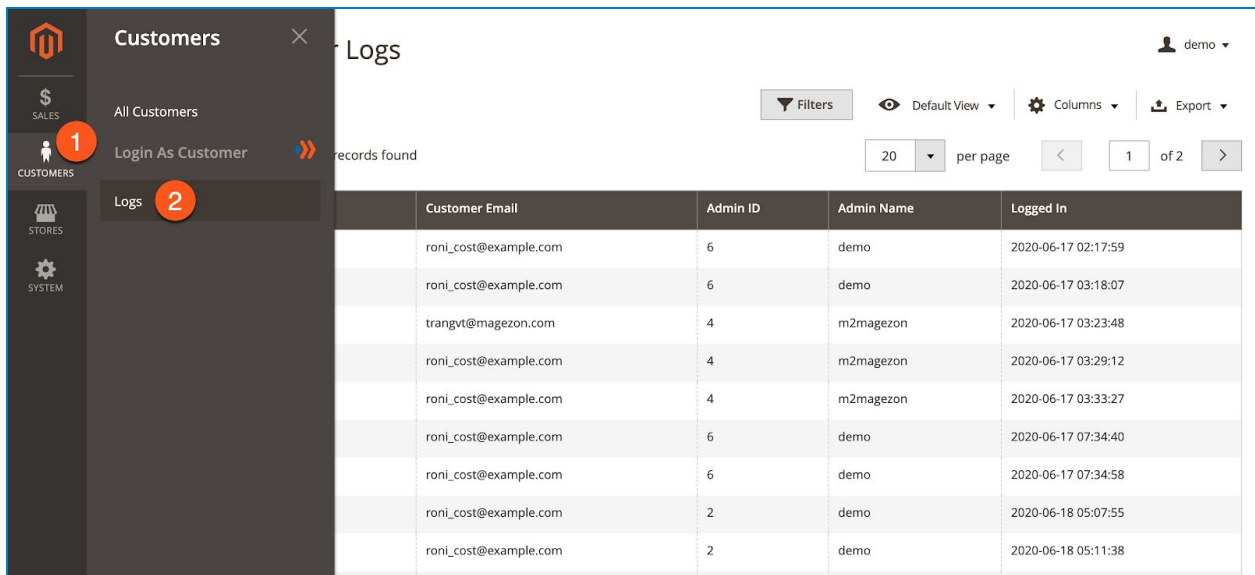


The screenshot displays the 'ORDER VIEW' page for order #000000078. The top navigation bar includes a 'Login as Customer' button, which is highlighted with a red arrow. The page is divided into several sections:

- ORDER VIEW** (Left sidebar): Information, Invoices, Credit Memos, Shipments, Comments History.
- Order & Account Information** (Main content):
 - Order # 000000078 (The order confirmation email is not sent)**
 - Order Date:** Jun 8, 2020, 6:49:39 PM
 - Order Status:** Closed
 - Purchased From:** Main Website, Main Website Store, Default Store View
 - Account Information** (with [Edit Customer](#) link):
 - Customer Name:** Veronica Costello
 - Email:** roni_cost@example.com
 - Customer Group:** General
- Address Information** (Bottom section)

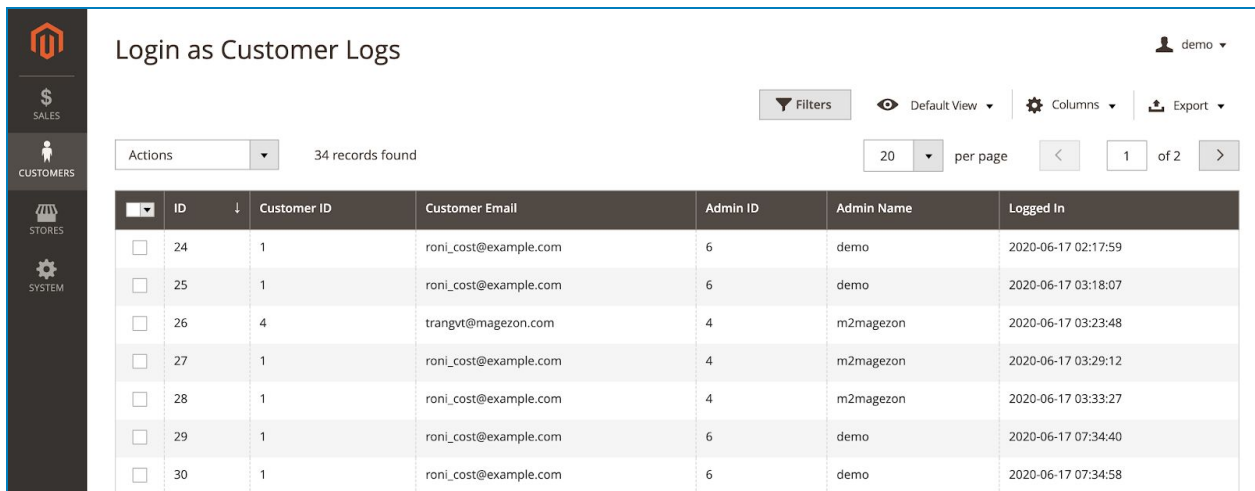
VII) Login Logs

- Login As Customer extension allows recording any access to any customer account in a separate Login As Customer Logs section. Please navigate to **Customers > Login As Customer > Logs...**



Customer Email	Admin ID	Admin Name	Logged In
roni_cost@example.com	6	demo	2020-06-17 02:17:59
roni_cost@example.com	6	demo	2020-06-17 03:18:07
trangvt@magezon.com	4	m2magezon	2020-06-17 03:23:48
roni_cost@example.com	4	m2magezon	2020-06-17 03:29:12
roni_cost@example.com	4	m2magezon	2020-06-17 03:33:27
roni_cost@example.com	6	demo	2020-06-17 07:34:40
roni_cost@example.com	6	demo	2020-06-17 07:34:58
roni_cost@example.com	2	demo	2020-06-18 05:07:55
roni_cost@example.com	2	demo	2020-06-18 05:11:38

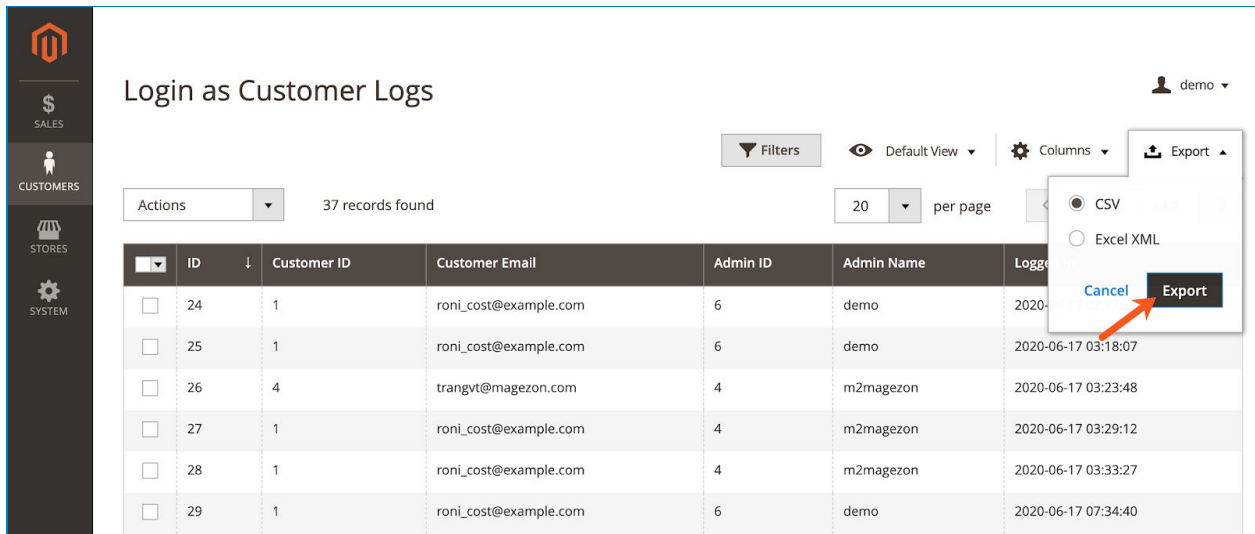
...where you can find a grid containing all login actions recorded:



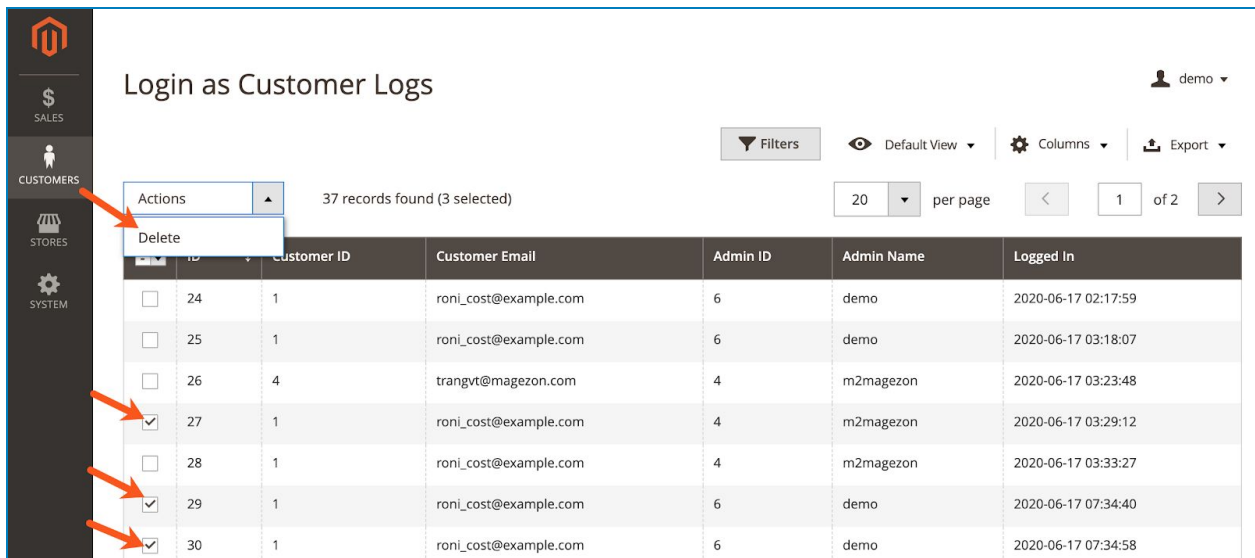
ID	Customer ID	Customer Email	Admin ID	Admin Name	Logged In
24	1	roni_cost@example.com	6	demo	2020-06-17 02:17:59
25	1	roni_cost@example.com	6	demo	2020-06-17 03:18:07
26	4	trangvt@magezon.com	4	m2magezon	2020-06-17 03:23:48
27	1	roni_cost@example.com	4	m2magezon	2020-06-17 03:29:12
28	1	roni_cost@example.com	4	m2magezon	2020-06-17 03:33:27
29	1	roni_cost@example.com	6	demo	2020-06-17 07:34:40
30	1	roni_cost@example.com	6	demo	2020-06-17 07:34:58

From the grid, you can see log **Id**, **Customer Id**, **Customer Email**, **Admin Id**, **Admin Name** as well as the date and time when the admin logged in to the customer account.

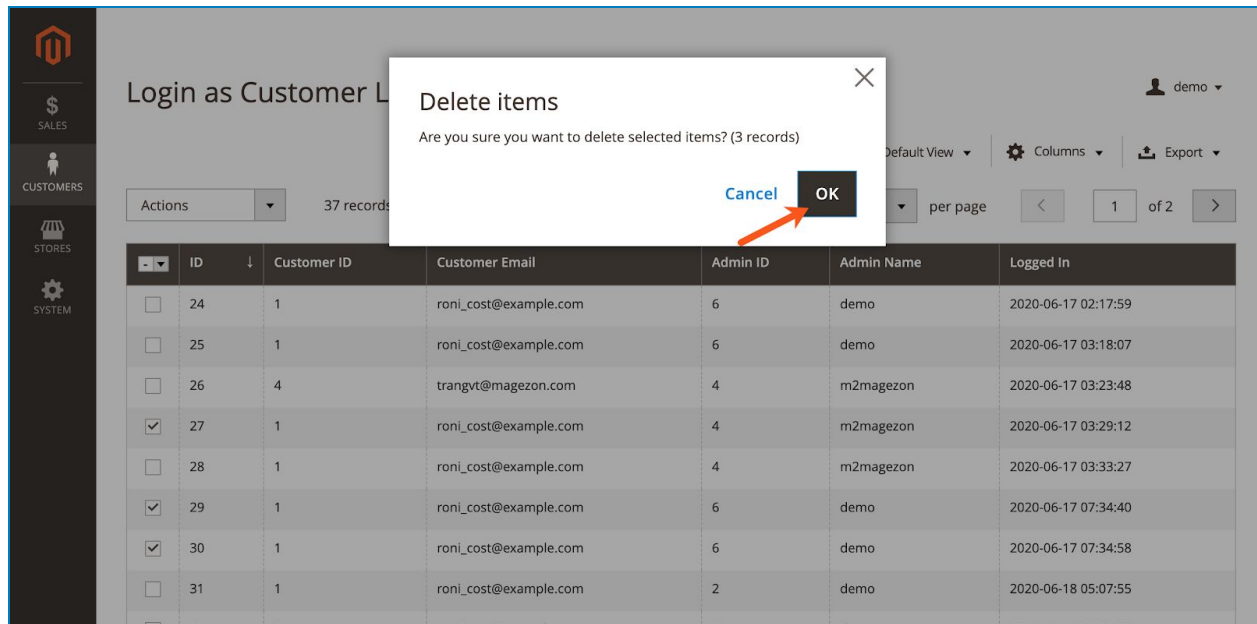
- Click **Export** button above the grid to export the log data to CSV or XML files for further use:



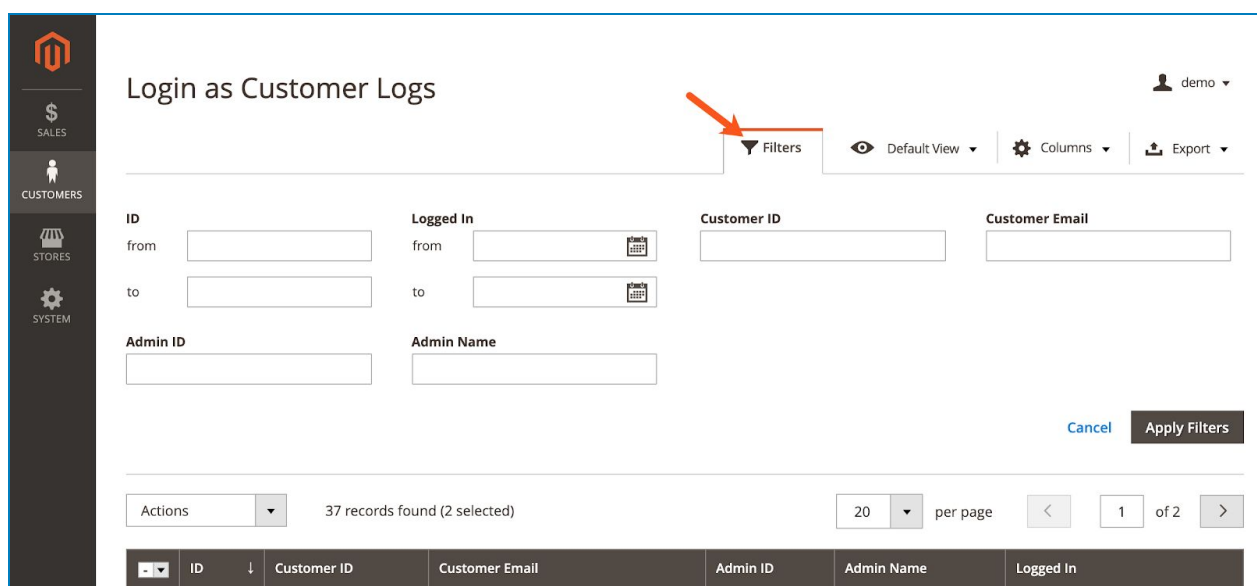
- Remove any log data from the grid by ticking the checkbox(es), then clicking the **Delete** option in **Actions** drop-down list:



After you click the **Delete** option, a popup of action confirmation will appear. Click **OK** to finish:



- Click the **Filter** button above the grid to filter the logs based on log Id, Logged In time, Customer Id, Customer Email, Admin Id and Admin Name:



VIII) Support

If you have any questions or need any support, feel free to contact us by following ways.
We will get back to you within 24 hours since you submit your support request.

- Submit [contact form](#).
- Email us at support@magezon.com.
- Submit a [ticket](#).
- Contact us through [Skype](#): support@magezon.com.
- Contact us via live chat on our website: magezon.com.