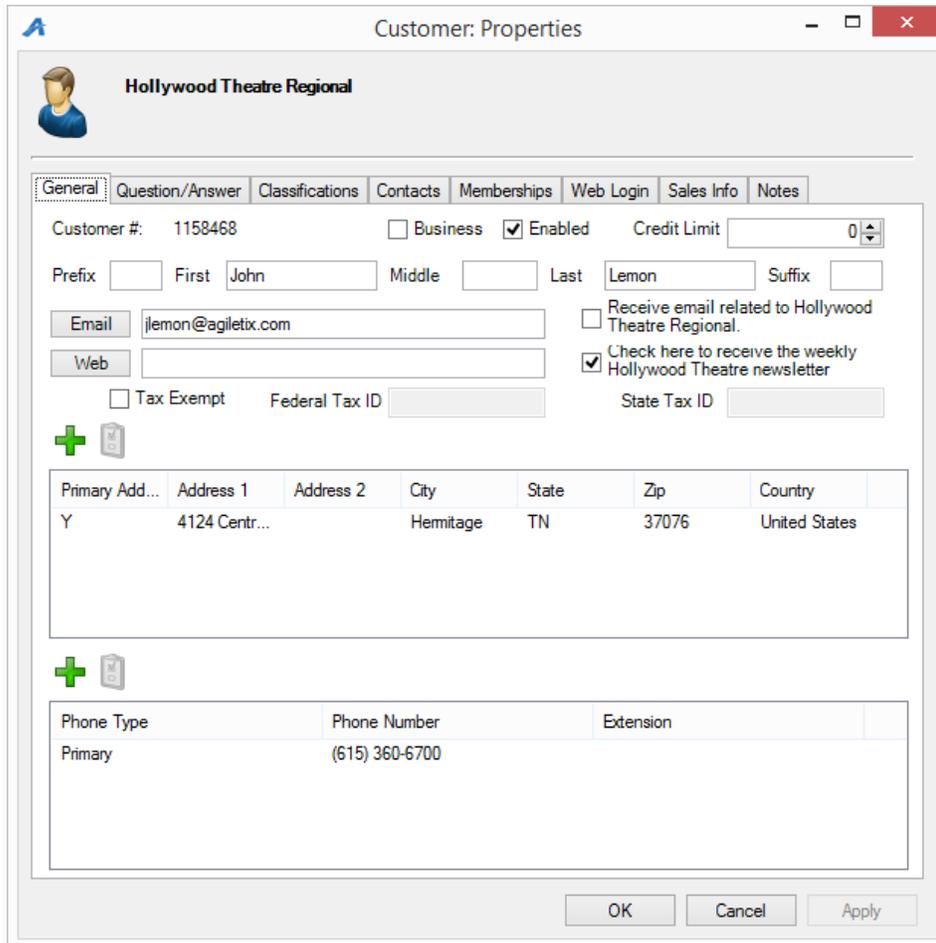


Testing A Member's Online Benefits

Sometimes it may come in handy to sign-in as a member to make sure they are receiving the correct benefits. The following process will allow you to perform this check without having to get the member's current password.

1. Pull up the customer in the Agile Admin or Sales app.



The screenshot shows a software window titled "Customer: Properties" for "Hollywood Theatre Regional". The window has several tabs: "General", "Question/Answer", "Classifications", "Contacts", "Memberships", "Web Login", "Sales Info", and "Notes". The "General" tab is active, displaying the following information:

- Customer #: 1158468
- Business Enabled
- Credit Limit: 0
- Prefix: [] First: John Middle: [] Last: Lemon Suffix: []
- Email: jlemon@agiletix.com
- Web: []
- Tax Exempt Federal Tax ID: [] State Tax ID: []
- Receive email related to Hollywood Theatre Regional.
- Check here to receive the weekly Hollywood Theatre newsletter

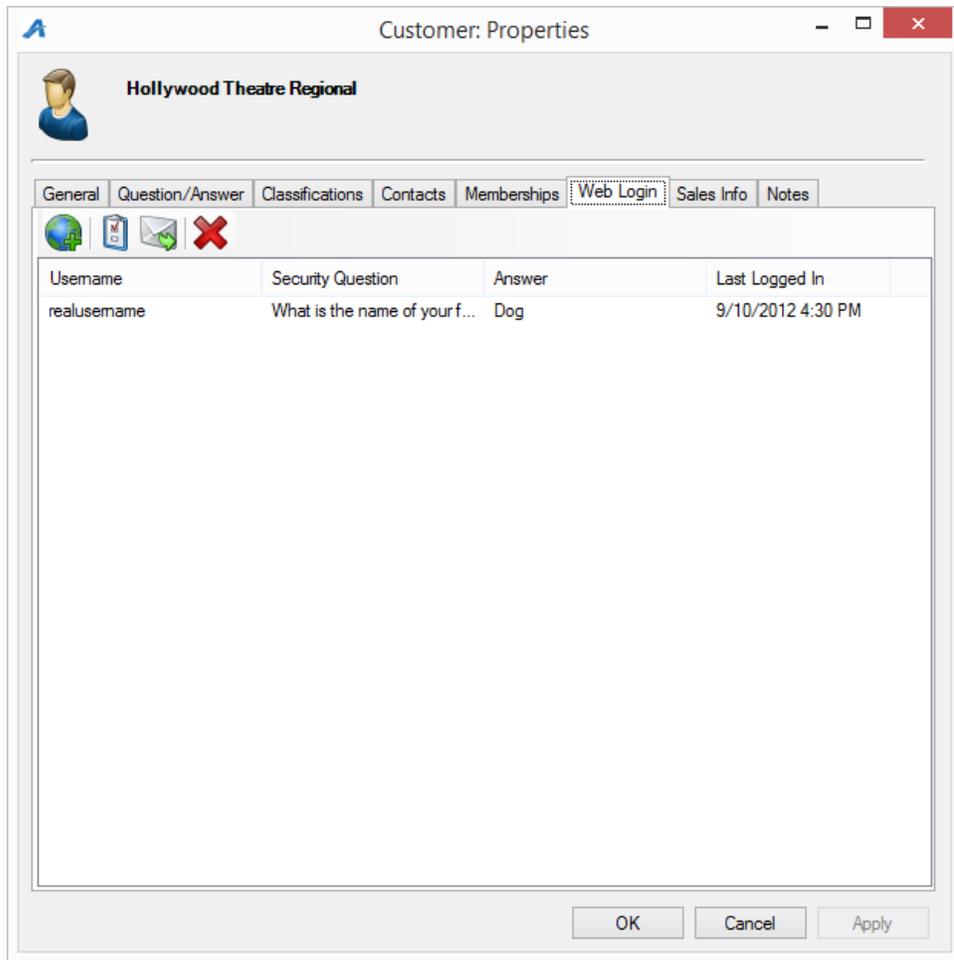
Below the form fields are two tables with expand/collapse icons:

Primary Add...	Address 1	Address 2	City	State	Zip	Country
Y	4124 Centr...		Heritage	TN	37076	United States

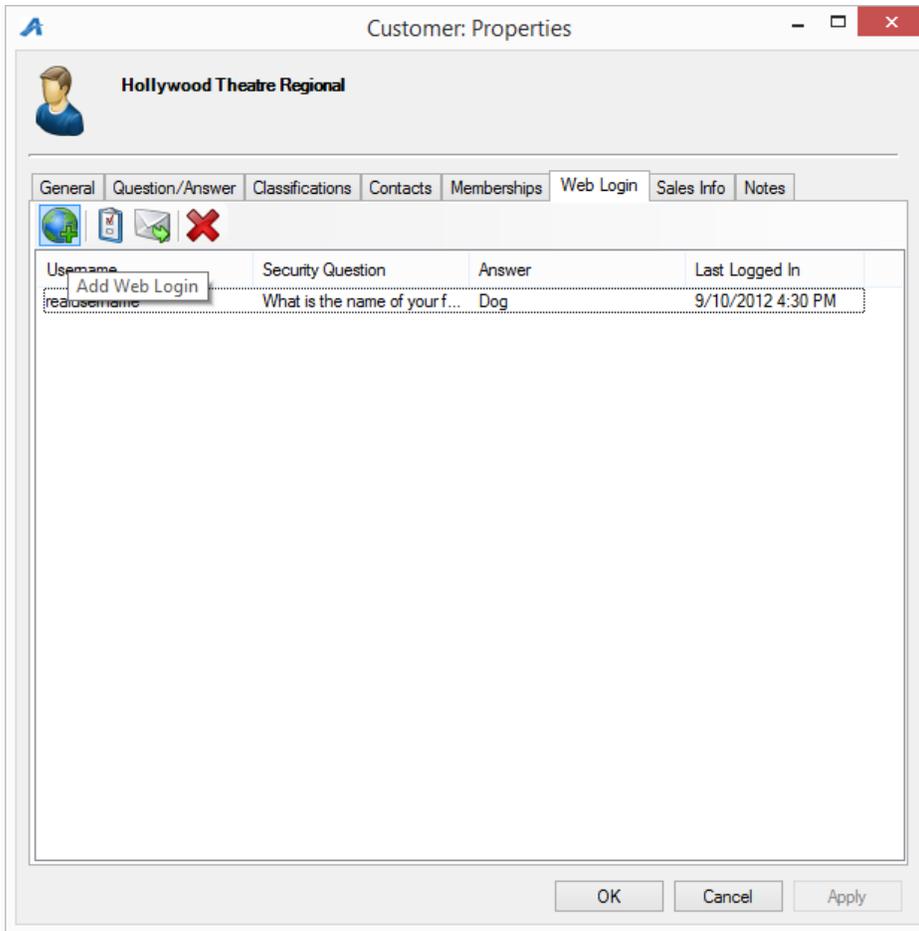
Phone Type	Phone Number	Extension
Primary	(615) 360-6700	

At the bottom of the window are "OK", "Cancel", and "Apply" buttons.

2. Go to the **Web Login** tab to view current sign-in information.



3. Click the **Add Web Login** button to add an additional set of login credentials to this account.



4. Fill out the web login information with a test **Username**, **Password**, and **Security Answer** (testusername, testpassword, answer, etc). The username must be unique within your organization.

Web Login

User Name

Password Random Password

Confirm password

Security question

Answer

OK Cancel

5. Use this new username and password to log into the web site to check that benefits show up as expected.
6. Make sure to go back to the customer and remove the test sign-in by highlighting the new sign-in from the list and clicking the **Delete Web Login** button.

