

Finding and Managing Admin Accounts

As you scale, you may need to quickly locate which **Admin account** manages a specific mailbox or domain. The **Reports** section in your Super Panel allows you to find these accounts in seconds and take immediate action.

Step 1: Locating the Account

To find the necessary account, log into your [Super Panel](#) and click on the **REPORTS** tab.

1. **Use Filtering Options:** In the "Filtering Options" section, you can search for an account using several criteria:
 - **Username** or **Domain:** Best for finding which Admin owns a specific email address or website.
 - **Last Login:** Useful for identifying inactive accounts.
 - **Account Type** or **Quota:** To find users based on their service level or storage usage.
 2. **Run the Search:** Enter your criteria (e.g., set the filter to "Domain" and type in the customer's domain) and click **SEARCH**.
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Step 2: Taking Action

Once you've located the correct Admin in the search results, you have three primary tools at your disposal:

1. Login as Admin (Green Arrow)

Click the **green arrow icon** to instantly "log in as" that administrator. This allows you to manage their mailboxes, aliases, and settings directly without needing their password.

2. Edit Account Details (Pencil Icon)

Click the **pencil icon** to open the Admin's settings. From here, you can:

- **Adjust Quotas:** Increase or decrease the number of allowed mailboxes or total storage space (GB) as your customer's needs change.
- **Update Info:** Change contact details or timezones.

3. Enable or Disable an Account

Within the edit pop-up, you can toggle the account status between **Enable** and **Disable**.

- **When to Disable:** This is a powerful tool for billing management. If a customer hasn't paid, disabling their account **blocks all logins** for both the Admin and their end-users.
- **The Benefit:** While logins are blocked, the accounts **will still receive emails**. This keeps the data intact and ensures no mail is lost while you resolve payment issues—a much safer alternative to deleting the account.

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