

# Create and Invite a User Account

## Armor Knowledge Base

- [Create and invite a user account](#)
- [Create and Invite a New Sub-Account \(Add New Customer\)](#)

### Create and invite a user account

1. In the Armor Management Portal (AMP), in the left-side navigation, click **Account**.
2. Click **Users**.
3. Click the plus ( + ) icon.
4. Complete the **First Name**, **Last Name**, and **Email Address** fields.
  - The email address you enter will be the username.
5. Select a role for this user.
  - You must assign a role to the user.
  - You can assign multiple roles to the user.
  - You can assign a default role (Admin, Technical, Billing).
    - **Admin** contains every permission in AMP.
    - **Technical** contains mostly write-only permissions.
    - **Billing** contains mostly read-only permissions
  - To learn about Roles and Permissions, see [Roles and Permissions](#).
6. Click **Create User**. An email will be sent to the user. After 96 hours, the sign-up link in the email will expire.
  - If the link expires, you can resend the user invitation. In the **Users** screen, hover over the desired user, click the vertical ellipses, and then select **Resend Invitation**.
  - If you want to remove this newly created / invited user from your account, see [Remove a newly created / invited user from your account](#).

### Accept and complete a user invitation

#### Step 1: Open the Account Signup email

1. In the email from Armor, click the link.
  - You will be redirected to enter your account security information, including payment information.
    - If you already coordinated your payment process with Armor, then you will not see the payment screen.

#### Step 2: Complete your security information



In this step, you will add your phone number to your account. This phone number will be used for multi-factor authentication. To complete the account signup process and to log into AMP, you must be near this phone number.

1. Note your Armor username.
  - The **Username** will be pre-populated with the email address of the **Primary Contact** for the account.
2. In **Password** and **Confirm Password**, create and enter an account password.
  - Your password must be at least 12 characters in length.
  - Your password must contain an upper-case character, a lower-case character, a number, and a special character.
  - Your password cannot contain personal information, such as your name, email address, birthday, etc. For example, if your name is John Smith, then you cannot use joh or smi in your password.
  - You can only change your password once every 24 hours.
  - Passwords expire after 60 days.
  - After 6 failed login attempts, you will be locked out of your account for an hour. To resolve this, you must contact your account administrator or contact Armor Support.
  - After 15 minutes of no activity, you will be logged out of the Armor Management Portal (AMP).
3. Complete the **Challenge Phrase** and **Challenge Response**.
  - If you call Armor for technical support, you will be asked the **Challenge Phrase**, and you must correctly answer the **Challenge Response**.
  - Do not use inappropriate language or suggestive material.
  - The answer must be at least five characters long.
4. In **Phone Number**, select your country code / flag, and then enter your phone number.
  - This phone number will be used for multi-factor authentication (MFA). Every time you log into the Armor Management Portal (AMP), you will receive a phone call in order to complete the login process.
  - You can enter a phone number with spaces and special characters, such as (555) 555-555.
  - (Optional) If your phone number contains an extension, enter the number in **Extension**. You cannot include spaces or special characters in this field.
5. Click **Validate** to validate the phone number entered.
  - You will receive a phone call; answer the phone, and then follow the instructions.
  - (Optional) After you complete the signup process, you can configure your account to use the Microsoft Authenticator application for MFA. To learn how to use this application, see [Configure multi-factor authentication for your account](#).

6. Click **Continue**.



If you already coordinated with Armor to pay with a check, then you will be redirected to Armor Management Portal (AMP) login screen..

### Step 3: Complete your payment information

1. In **Currency**, select your currency.
2. (Optional) If your business is tax exempt, select **I'm tax exempt**.
  - In **Tax Exempt ID**, enter a valid tax exempt ID.
3. For **Payment Method**, mark the desired payment (credit card or bank account).

#### Option 1: Credit card



**Cardholder Name, Address, City, State, and Postal Code** will be pre-populated with the name and contact information for the **Primary Contact** on the account.

1. In **Card Number**, enter the credit card number.
2. In **Expiration Date**, select the appropriate month and year.
3. In **CVV**, enter the verification number for the credit card
4. In **Country**, select the corresponding country.
5. Click **Submit**.



You will be redirected to Armor Management Portal (AMP) login screen.

#### Option 2: ACH Bank Debit

1. In **ABA / Routing Number**, enter the corresponding banking number.
2. In **Bank Account Number**, enter the account number.
3. Select the appropriate **Account Type**.
4. In **Bank Name**, enter the name of the banking institution.
5. In **Account Holder Name**, enter the name of the account holder.
6. Click **Submit**.



You will be redirected to Armor Management Portal (AMP) login screen.

### Remove a newly created / invited user from your account

You can remove a user account that is in the **Invited** status or **Enabled** status.

1. In the Armor Management Portal (AMP), in the left-side navigation, click **Account**.
2. Click **Users**.
3. Locate the newly created user.
4. Hover over the user, and then click the vertical ellipses.
5. Select **Remove User from Account**.
6. Click **OK**.

### Enable or disable a user account



A user cannot disable or enable their own user account.



When you disable a user, you also disable the ability to edit their roles. You cannot add or remove a disabled user's roles.

1. In the Armor Management Portal (AMP), in the left-side navigation, click **Account**.
2. Click **Users**.
3. Locate and hover over the desired user.
4. Click the vertical ellipses.
5. Click **Enable** or **Disable**.
6. Click **OK**.

 After you disable a user, you can then remove a user from your account.

 A user cannot remove their own user account.

1. In the Armor Management Portal (AMP), in the left-side navigation, click **Account**.
2. Click **Users**.
3. Locate and hover over the desired user.
4. Click the vertical ellipses.
5. Select **Remove User from Account**.
6. Click **OK**.

## Create and Invite a New Sub-Account (Add New Customer)

For Armor Partners looking to create new Customer Accounts, follow these instructions to create a Sub-Account in the Armor Management Portal.

1. Login to the **Armor Management Portal (AMP)**

 For Internal Management Console (IMC) users, log into IMC and select the appropriate Partner account using the account context selector.

2. Navigate to the **Sub-Accounts** section in the Customer Account section

- a. Account > Sub-Accounts



3. Click the  icon to start
4. Fill out the **"New Account"** form

- a. Any section with **"\***" is a required field and will need to be populated before you are able to create the account.

The screenshot shows the 'New Account' form in the Armor Management Portal. The form is divided into three main sections: COMPANY INFORMATION, ADMINISTRATOR ACCOUNT, and OTHER DETAILS. Each section contains several input fields, some of which are marked with a red asterisk to indicate they are required. The 'COMPANY INFORMATION' section includes fields for Company Name, Address Line 1, Address Line 2, City, Country, State/Province, Postal Code, Company Phone Number, and Website. The 'ADMINISTRATOR ACCOUNT' section includes fields for First Name, Last Name, Email, and Title. The 'OTHER DETAILS' section includes fields for Currency, Channel, and Product Line. There are also radio buttons for Location (AWS, Azure, Colocation, Internal IT) and an 'Other' option with a text input field. At the bottom, there are 'CANCEL' and 'CREATE ACCOUNT' buttons.

- b. Review the table below for field descriptions:  
*The Relationship Entity and Product Line fields will be auto-populated.*

Field Name	Description
Company Name	Company Name Company name of new customer's account
Address Line 1 and 2	Street number and Suite (if applicable) of new customer's account
City, Country, State, Postal Code	Geographic/Postal information of new customer's account

Company Phone / Website	Telephone number and web address for the new customer's account
First Name / Last Name	First and Last name for the Primary Point of Contact (POC) of the new customer's account
Email / Title	Email address and title of the Primary POC of the new customer's account
Auto-Accept User Invite Toggle	When using this feature, the user will be automatically enabled, bypassing the email invitation process.
Currency	Use the drop-down to select between USD and GBP for account billing for the new customer's account
Channel	Use the drop-down to select the company/industry type of the new customer's account
Location	Location of new Sub-Account data center of the new customer's account

5. Click **Create Account**.

6. When you submit the account the following actions will happen:

- a. Armor account will be created
- b. Billing account will be created
- c. Salesforce will be updated with the Armor account id.
  - i. This will be displayed in Salesforce in the general section in the Account Number field.
  - ii. Account status will be updated to "Active"
- d. An email will be sent that will welcome them to Armor and direct them to the account signup page.
  - i. They are required to complete this before they can have access to Armor services.

7. The account setup as a partner customer and linked to the partner account

8. The account will be assigned to the product catalog(s) the partner is assigned to