

amasty

For more details see the [Login as Customer](#) extension page.

Login as Customer

Enable store admins to login as any existing customer in one click from the backend. Track all login attempts in the detailed activity log. Manage permissions for admin users to login as a customer.

- Quickly login to any customer's account
- See all login attempts in the log
- Clear log manually or using cron
- Grant permissions to admin users to login as customer

How to Login as Customer

The screenshot displays the 'Customer Information' page in the Magento 1.9.2.4 Admin Panel. The sidebar on the left contains a 'Customer View' section with links to Account Information, Addresses, Orders, Billing Agreements, Recurring Profiles (beta), Shopping Cart, Wishlist, Newsletter, Product Reviews, and Product Tags. The top toolbar features buttons for Back, Reset, Log in as Customer, Create Order, Delete Customer, Save Customer, and Save and Continue Edit. The main content area is divided into three sections: 'Personal Information' showing details like last login, email status, account creation date, language, and customer group; 'Sales Statistics' with a table of lifetime sales and average sales across all store views; and 'Recent Orders' with links to the shopping cart and wishlist.

Website	Store	Store View	Lifetime Sales	Average Sale
All Store Views			\$0.00	\$0.00

To login as any existing customer, please, go to **Customers → Manage Customers** and select the one from the grid. Then, hit the **Login as Customer** button in the account to proceed to the user's dashboard on the frontend.

YOUR LANGUAGE: English

WELCOME, JOHN SMITH!

MADISON ISLAND

ACCOUNT

CART

Search entire store here...

WOMEN

MEN

ACCESSORIES

HOME & DECOR

SALE

VIP

MY ACCOUNT

ACCOUNT DASHBOARD

ACCOUNT INFORMATION

PRIVACY SETTINGS

ADDRESS BOOK

MY ORDERS

BILLING AGREEMENTS

RECURRING PROFILES

MY PRODUCT REVIEWS

MY TAGS

MY WISHLIST

MY APPLICATIONS

NEWSLETTER SUBSCRIPTIONS

MY DOWNLOADABLE PRODUCTS

MY DASHBOARD

Hello, John Smith!

From your My Account Dashboard you have the ability to view a snapshot of your recent account activity and update your account information. Select a link below to view or edit information.

ACCOUNT INFORMATION

CONTACT INFORMATION

EDIT

John Smith

johnsmith@example.com

Change Password

NEWSLETTERS

EDIT

You are currently not subscribed to any newsletter.

When you have multiple store views the customer is assigned to, than you may need to select the required one to login.

Login as Customer Log

To see all the login as customer attempts, please, go to **Reports → Customers → Login as Customer Log**.

Log In as Customer Log

Page 1 of 1 pages | View 20 per page | Total 8 records found

Export to: CSV Export Reset Filter Search

Select All | Unselect All | Select Visible | Unselect Visible | 0 items selected

	Customer ID	Customer Email	Admin ID	Admin Username	Website ID	Website Code	At	Result	Action
Any							From: To:		
<input type="checkbox"/>	deleted	janesmith@example.com	8	admin	1	base	Jul 19, 2018 11:10:49 AM	success	View
<input type="checkbox"/>	104	drew@example.com	8	admin	1	base	Jul 20, 2018 4:11:49 AM	success	View
<input type="checkbox"/>	96	dong@example.com	8	admin	1	base	Jul 20, 2018 4:12:03 AM	success	View
<input type="checkbox"/>	89	melvin@example.com	8	admin	1	base	Jul 20, 2018 4:12:20 AM	success	View
<input type="checkbox"/>	127	johnsmith@example.com	8	admin	1	base	Jul 20, 2018 4:13:22 AM	success	View
<input type="checkbox"/>	127	johnsmith@example.com	8	admin	1	base	Jul 20, 2018 6:55:17 AM	success	View
<input type="checkbox"/>	127	johnsmith@example.com	8	admin	1	base	Jul 20, 2018 6:55:57 AM	success	View
<input type="checkbox"/>	136	janedoe@example.com	8	admin	1	base	Jul 20, 2018 9:54:19 AM	success	View

On the grid you can all login attempts with the detailed information about them. If you click any of the records in the log, you can see all information related to this particular login.

Login Data

Login Data

Log In as Customer

Back Delete

Information

Customer ID: 127

Customer Email: johnsmith@example.com (John Smith)

Admin ID: 8

Admin Username: admin (admin admin)

Website ID: 1

Into Website: base (Main Website)

At: Jul 20, 2018 4:13:22 AM

Result: success

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Using the **Delete** mass action or the corresponding button in the record overview you can clear the log.

Another way to check the activity of a certain admin user is to proceed to **System → Permissions → Users**, select the required user and switch to the **Login as Customer Report** tab.

Automatic Log Clearance

General		
Enable Clearing Log Data by Cron	Yes	[GLOBAL]
Delete Records Older Than	365	[GLOBAL]
	▲ Days	

With the extension, you can set up the automatic log clearance using cron. Please, go to **System → Configuration → Amasty Extensions → Login as Customer**:

Enable Clearing Log Data by Cron — enable or disable the automatic log clearance;

Delete Records Older Than — specify the number of days to clear the older log records.

Please, do not set the **Delete Records Older Than** value to 0. This will disable the clearance process.

Login as Customer Permissions

Store admin can distribute a permission to login as customer to sub-admin users.

Please, go to **System → Permissions → Roles** and select the role you want to grant permission. Switch to the **Role Resources** tab.

You can enable or disable the following role resources:

- Customers → Manage Customers → Login as Customer Button

- Reports → Customers → Login as Customer Log
 - System → Permissions → Users → Login as Customer Tab
 - System → Configuration → Login as Customer Settings
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<https://amasty.com/docs/> - **Amasty Extensions FAQ**

Permanent link:

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