

amasty

For more details see how the [Login as Customer for Magento 2](#) extension works.

Ultimate Guide for Magento 2 Login as Customer

Use the special button to login as any existing customer just in one click. Grant permissions to sub-admin users to login as customer, as well as monitor the login attempts on the special grid.

- Fast login to any customer's account
- View all login attempts in the log
- Provide permissions to sub-admin users to login as customer

Configuration

To adjust general module settings, navigate to **Stores → Configuration → Amasty Extensions → Login as Customer**.

Expand the **General** tab.

General

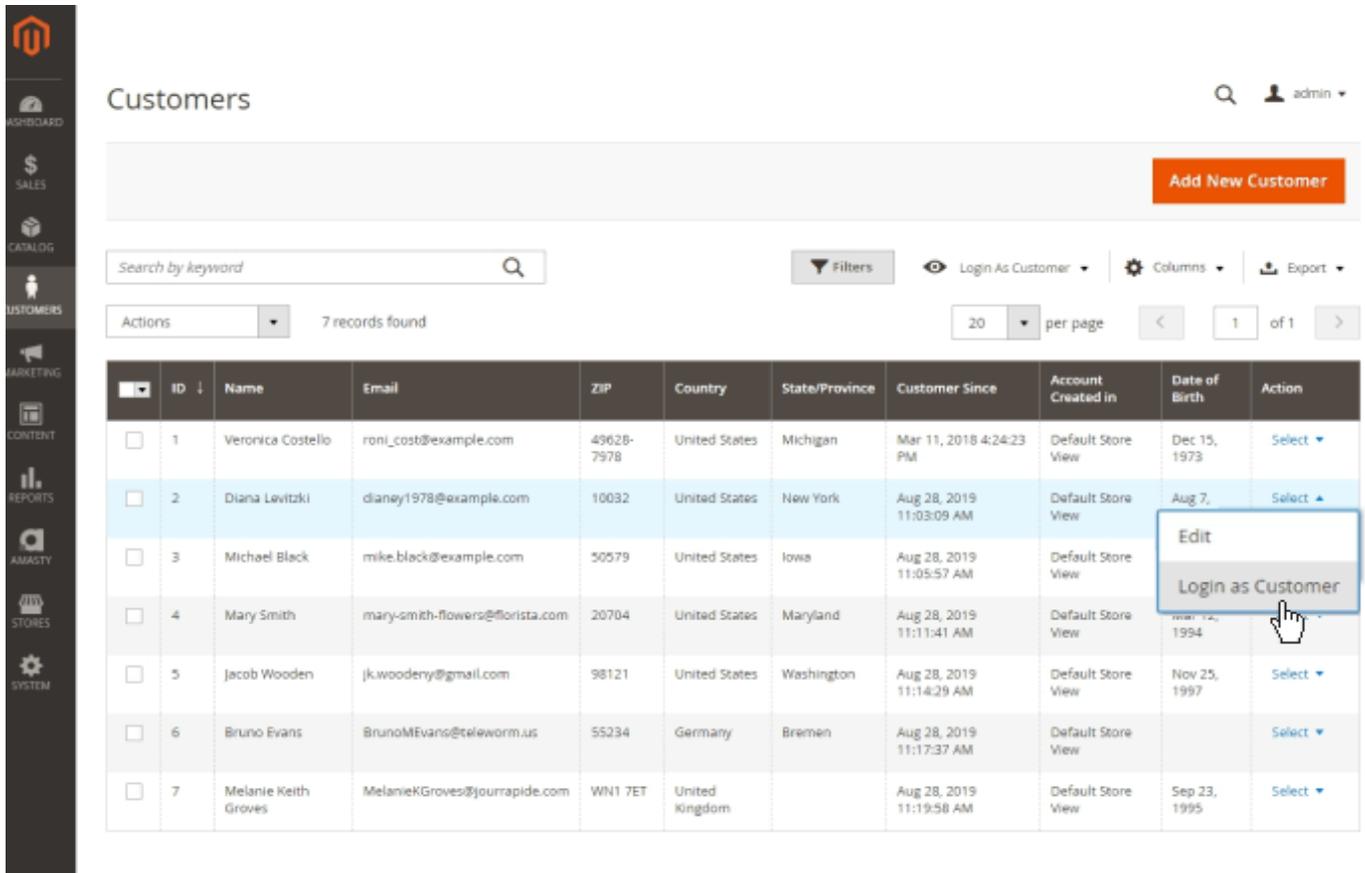
<p>Open Customer`s Account in the New Tab <small>[global]</small></p>	<input type="text" value="Yes"/>
	<p>If set to `Yes`, the customer account page will be open in a new tab of your browser, otherwise, it will be open in a current tab.</p>
<p>Allow Selecting Store View to Login <small>[global]</small></p>	<input type="text" value="Yes"/> 
	<p>Please note that this setting depends on the `Account Sharing Options` (<i>Store - Configuration - Customers - Customer Configuration</i>).</p>

Open Customer`s Account in the New Tab - if set to `Yes`, the customer account page will be open in a new tab of your browser, otherwise, it will be open in a current tab.

Allow Selecting Store View to Login - if a customer accounts shared per website, for logging you will be able to choose only those store views of the website this customer is associated with.

Please note that this setting depends on the `Account Sharing Options` (Store - Configuration - Customers - Customer Configuration).

How to Login as Customer



To login as any existing customer, please, go to **Customers** → **All Customers** and select the required one from the grid. Then, click the **Select** link. In the dropdown, choose the **Login as Customer** option to proceed to the user's dashboard on the frontend.

Veronica Costello

← Back Delete Customer Reset Create Order Reset Password Login as Customer Force Sign-In Save and Continue Edit Save Customer

CUSTOMER INFORMATION

- Customer View
- Account Information
- Addresses
- Orders
- Billing Agreements
- Newsletter
- Product Reviews
- Wish List

Personal Information

Last Logged In:	Jul 25, 2018, 12:55:28 PM (Offline)	Default Billing Address
Account Lock:	Unlocked	Veronica Costello
Confirmed email:	Confirmation Not Required	6146 Honey Bluff Parkway
Account Created:	Jun 28, 2018, 5:58:37 AM	Calder, Michigan, 49628-7978
Account Created In:	Default Store View	United States
Customer Group:	General	T: (555) 229-3326

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Alternatively, you can select the required customer from the grid. Then, hit the **Login as Customer** button in the account to automatically login to the user's account.

The screenshot shows the LUMA account dashboard. At the top, there is a navigation bar with categories: What's New, Women, Men, Gear, Training, and Sale. A search bar is located on the right. The main content area is titled 'My Dashboard' and includes sections for Account Information, Contact Information, Newsletters, Address Book, Default Billing Address, Default Shipping Address, and Recent Orders. A sidebar on the left contains links to various account features.

Account Dashboard

- My Orders
- My Downloadable Products
- My Wish List
- Address Book
- Account Information
- Stored Payment Methods
- Billing Agreements
- My Product Reviews
- Newsletter Subscriptions

Account Information

Contact Information
 Veronica Costello
 ronl_cost@example.com
[Edit](#) | [Change Password](#)

Newsletters
 You aren't subscribed to our newsletter.
[Edit](#)

Address Book [Manage Addresses](#)

Default Billing Address
 Veronica Costello
 6146 Honey Bluff Parkway
 Calder, Michigan, 49628-7978
 United States
 T: (555) 229-3326
[Edit Address](#)

Default Shipping Address
 Veronica Costello
 6146 Honey Bluff Parkway
 Calder, Michigan, 49628-7978
 United States
 T: (555) 229-3326
[Edit Address](#)

Recent Orders [View All](#)

Order #	Date	Ship To	Order Total	Status	Action
000000002	6/28/18	Veronica Costello	\$39.64	Closed	View Order Reorder
000000001	6/28/18	Veronica Costello	\$36.39	Processing	View Order Reorder

Compare Products
 You have no items to compare.

My Wish List
 You have no items in your wish list.

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 → Login as Customer Log**.

Login as Customer

5 records found

ID ↑	Login date	Customer ID	Customer Email	Customer Name	Customer LastName	Admin ID	Admin Username	Admin Email	Website ID	Website Code
5	2018-07-26 07:22:35	2	janedoe@example.com	Jane	Doe	1	admin	admin@amasty.com	1	base
4	2018-07-26 07:22:18	4	paulsmith@example.com	Paul	Smith	1	admin	admin@amasty.com	1	base
3	2018-07-26 07:21:47	1	roni_cost@example.com	Veronica	Costello	1	admin	admin@amasty.com	1	base
2	2018-07-25 12:55:27	1	roni_cost@example.com	Veronica	Costello	1	admin	admin@amasty.com	1	base
1	2018-07-24 16:42:13	1	roni_cost@example.com	Veronica	Costello	1	admin	admin@amasty.com	1	base

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On the grid you can see all login attempts with the detailed information about them.

Login as Customer Permissions

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

Please, go to **System** → **User Roles** and select the role you want to grant permission. Switch to the **Role Resources** tab. Optionally, switch the **Resource Access** option to **Custom**.

You can enable or disable the following role resources:

- Customers → Amasty Login as Customer → Login as Customer Permission
- Customers → Amasty Login as Customer → Login Grid

Order Management

As an admin, you can create orders from customer accounts. To avoid confusion during order management, you can see if a purchase was created by admin using the Login as Customer extension.

Orders

 demouser ▾

[Create New Order](#)

Search by keyword  Filters demouser ▾ Columns ▾ Export ▾

Actions ▾ 4 records found 20 per page 1 of 1

<input type="checkbox"/>	ID	Purchase Point	Purchase Date	Created by (Login as Customer)	Bill-to Name	Ship-to Name	Grand Total (Base)	Grand Total (Purchased)	Status	Action
<input type="checkbox"/>	000000004	Main Website Main Website Store Default Store View	Oct 8, 2021 8:01:13 AM	admin	Michael Black	Michael Black	\$50.00	\$50.00	Pending	View
<input type="checkbox"/>	000000003	Main Website Main Website Store Default Store View	Oct 8, 2021 8:00:37 AM	admin	Mary Smith	Mary Smith	\$50.00	\$50.00	Pending	View

Additionally, you will see the comment on a particular order view page.

Order Total

Notes for this Order

Status

Pending ▼

Comment

Notify Customer by Email

Visible on Storefront

Submit Comment

Oct 8, 2021 8:01:13 AM | Pending | Customer **Not Notified**
Order was created by admin (admin) using Login as Customer



Find out how to install the Login as Customer extension via [Composer](#).

From: <https://amasty.com/docs/> - **Amasty Extensions FAQ**

Permanent link: https://amasty.com/docs/doku.php?id=magento_2:login_as_customer

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