

Invite your front desk staff

Give the people at a location access to the iPad app, and turn off access when they leave.

Front-desk staff are Managers and Associates. They work in the iPad app and can't sign in to the customer dashboard. Owners and Admins invite them from the [customer dashboard](#), one location at a time. Each person gets an 8-character invite code that they enter in the iPad app to set up their account.

Before you begin

- You need an Owner or Admin account.
- Create the location first. See [Get started on the dashboard](#).

Invite a team member

- 1 In the customer dashboard, use the **Location** switcher at the top of the sidebar to pick the location.
- 2 Click **Staff**, then click **Add team member**.
- 3 Enter the person's **Full name** and **Work email**.
- 4 Under **Role**, choose one:
 - **Manager**: full location settings, reports, staff and tenant management.
 - **Associate**: log and deliver packages, tenant lookup, daily activity. This is the default.
- 5 Click **Send invite**.

The **Invite sent** dialog shows the invite code. The code expires in 7 days. Click **Copy code** if you want to send it yourself, then click **Done**. The person appears in the staff list for the location.

Supreme Point also emails the code to the person, with the subject "You've been invited to Supreme Point". The email names their role and location.

Note: If the email already belongs to a staff member in your organization who has finished setting up their account, they're added to this location without a new code. You see the message **(email) assigned to this location**.

Join on the iPad

Send these steps to the person you invited:

- 1 Open the Supreme Point iPad app.
- 2 On the sign-in screen, tap **Have an invite code?**.
- 3 Enter the 8-character code and tap **Continue**.
- 4 Confirm your full name, create a password of at least 8 characters, enter it again, and tap **Continue**.

For the full setup on the iPad, see [Get started on the iPad](#).

Deactivate a team member

Deactivate someone who no longer works at the location.

- 1 Click **Staff**.
- 2 Click the overflow menu (⋮) next to the person, then click **Deactivate**.
- 3 In the confirmation dialog, click **Deactivate**.

The person's status changes to **Deactivated**. They're signed out everywhere and can't sign in until you reactivate them.

Important: Deactivating takes effect right away, including on any iPad the person is signed in to.

Reactivate a team member

- 1 Click **Staff**.
- 2 Click the overflow menu (⋮) next to the person, then click **Reactivate**.

The status changes back to **Active**, and the person can sign in again with their existing password.

Troubleshooting

- **This staff member already has access to this location:** the person is already on this location's staff list.
- **Organization owners and admins already have access to every location and cannot be added as location staff:** the email belongs to an Owner or Admin. Use a different email for front-desk work.
- **That email already belongs to a user with a different role:** the person is already a Manager or Associate elsewhere in your organization with the other role. Invite them with the same role.
- **That email already belongs to another organization:** the person works for another Supreme Point customer. Use a different email.
- **Send invite is grayed out:** enter a full name and a valid work email.

See also

- [Get started on the iPad](#)
- [Manage staff](#)
- [Add admins and team members](#)