

# Manage staff

Invite people to work at your location, update their details, and archive staff who leave.

Staff are the Managers and Associates who use the iPad app at a location. Associates log and deliver packages. Managers can also manage staff and email monthly reports. Only Managers see **Staff management** in the iPad app. Owners and Admins can also invite staff from the [customer dashboard](#).

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## Before you begin

- You need a Manager account.
- Choose the location you're adding staff to. See [Choose your organization and location](#).

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## Add a staff member

- 1 Go to **Settings > Staff management**.
- 2 Tap **Add Staff**.
- 3 Under **Staff role**, tap **Associate** or **Manager**.
- 4 Under **Staff information**, tap **Name**, enter the person's full name, and tap **Done**.
- 5 Tap **Email**, enter their email address, and tap **Done**.
- 6 Tap **Save**.

The app shows **Staff invite sent** and the person appears on the **Active** tab. Supreme Point emails them an 8-character invite code that expires in 7 days. They use it to create their own password in the iPad app. See [Get started on the iPad](#).

If the email already belongs to a staff member at another of your organization's locations, with the same role, they get access to this location instead. They can choose it next time they sign in.

## View a staff member

- 1 Go to **Settings > Staff management**.
- 2 Tap **Active** or **Archived**, then tap the person.

The screen shows their role, how many packages they've handled and lost, and a list of their packages with each package's status.

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## Edit a staff member

- 1 Go to **Settings > Staff management** and tap the person.
- 2 Tap the edit icon in the top-right corner.
- 3 On the **Edit Staff** screen, tap **Name** or **Email**, make your change, and tap **Done**.
- 4 Tap **Save**.

You can't change a staff member's role here. Changing their email signs them out of the iPad app.

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## Archive or restore a staff member

Archiving stops someone from signing in without deleting their package history.

- 1 Go to **Settings > Staff management** and tap the person. To restore someone, tap **Archived** first.
- 2 Tap the edit icon in the top-right corner.
- 3 Under **Danger Zone**, tap **Archive Staff** or **Restore Staff**.
- 4 In the confirmation dialog, tap **Archive** or **Restore**.

An archived staff member is signed out right away and moves to the **Archived** tab. A restored staff member moves back to **Active** and can sign in again.

**Important:** Archiving applies to the person's whole account, so they can't sign in at any location.

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## Troubleshooting

- **Save is grayed out on Add Staff:** enter both a name and an email.

- **That email already belongs to a user with a different role:** the person already has an account with the other role. Ask an Owner or Admin to help.
- **This staff member already has access to this location:** they're already on your staff list.
- **That user account is not active:** the person is archived. Restore them instead.
- **Organization owners and admins already have access to every location and cannot be added as location staff:** no invite is needed. They can sign in already.

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## See also

- [Get started on the iPad](#)
- [Invite your front-desk staff](#)
- [Email a monthly report](#)