Store users

Adding the people allowed to buy, importing a list of them, and keeping the list current.

Where a store is limited to invited users, those people are its users. Each has a name, an email address and a password, and can only shop once they are on the list.

Signing in and keeping an account secure

Customers select **Login** in the store, then enter their email address and password. They can also select **Email me a sign-in code**, open the email, enter its six-digit code and select **Verify code**. The code expires after 10 minutes and can be used once. A customer can ask for three codes a minute, and one email address receives at most 20 codes an hour; if a customer asks for more, the store asks them to wait and try again. For an invited-users store, the email address must be on the store's user list. Customers who have already ordered from that store can keep signing in with their password. Anyone else confirms their address once with an email code before they can browse or buy.

Customers must sign in to see their orders, update their details or submit an order. A new customer can create a password after checkout; an existing customer can use an email code to confirm ownership before setting a new password. A normal password change requires the current password. Changing a password signs the customer out everywhere, including the session they changed it from, so they sign in again with the new password. If somebody created an account with a customer's email address before the customer confirmed it, the first email code the customer uses removes any password that was set and ends every other session, and the customer then chooses their own password.

The email address is read-only in the checkout details form. If an account's email address changes, the new address must be verified before it can grant access to an invited-users store. Customers with an older sign-in session may be asked to sign in again.

Customer records in each tribe

A tribe is one location, branch or business unit inside your organisation. When a customer purchases from a branded store, checkout uses a Person record belonging only to that store's tribe, or creates one there. If they buy from another tribe, they have a separate Person record for that tribe. Both records are linked to the same Customer Access account, so the customer keeps one login for your organisation. Older records already linked to several tribes are not automatically split.

Adding them

- **One at a time**, for a late joiner.
- **Import a list**, which is how a store is set up — the client sends a spreadsheet of their people and it goes in as one job.

Ask the client for the list in the shape the import expects, and check a handful of rows landed correctly before sending anything out.

Keeping it current is the client's job

HAND THIS OVER, OR YOU OWN IT FOREVER

People join and leave the client every month, and each one is an access request. Give their administrators the portal so they manage their own users — otherwise every new starter becomes a support ticket for you.

When someone cannot sign in

Check	Why
Are they on the list at all?	A new starter usually is not.
The exact email address	A work address on the list and a personal one being typed is the usual mismatch.
Whether the store needs a code as well	Access settings and user lists are separate gates.