

Managing user profiles on zDirect

Account

An introduction to the types of users on zDirect and how to manage these profiles.

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Internal and External users

Internal users belong to your organization and should be **created in your organization's zDirect account first**.

External users belong to **third party service providers** - e.g. from Technical Service Providers such as Tradebyte and ChannelAdvisor. You invite them to manage your operations on zDirect on your behalf.

Before you can invite them to your account, they must already have access to zDirect which will have been set up by their organization.

Principal and Connected users

When users are created in a zDirect account for the first time, they become **Principal users** for this account. They can later be added to other zDirect accounts and will become **Connected users** in those accounts.

If users are disabled by the Administrator of the Principal account, their access to Connected accounts will be disabled as well. But if they are removed from one of their Connected accounts, their Principal and other Connected accounts remain active.

Types of roles on zDirect

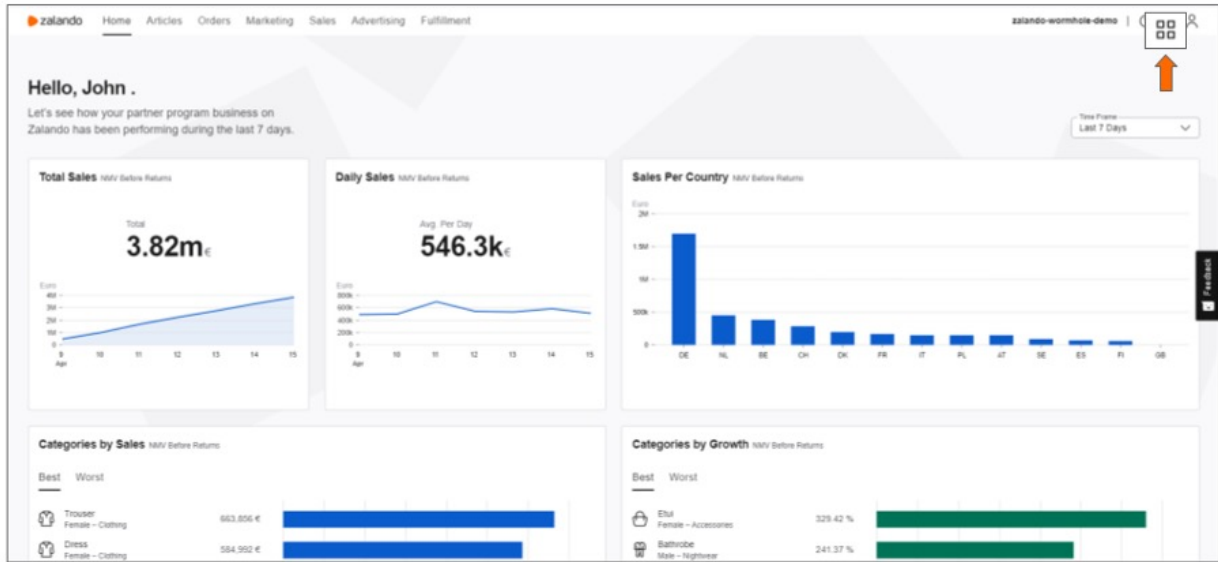
There are three different roles that can be created:

Internal users:

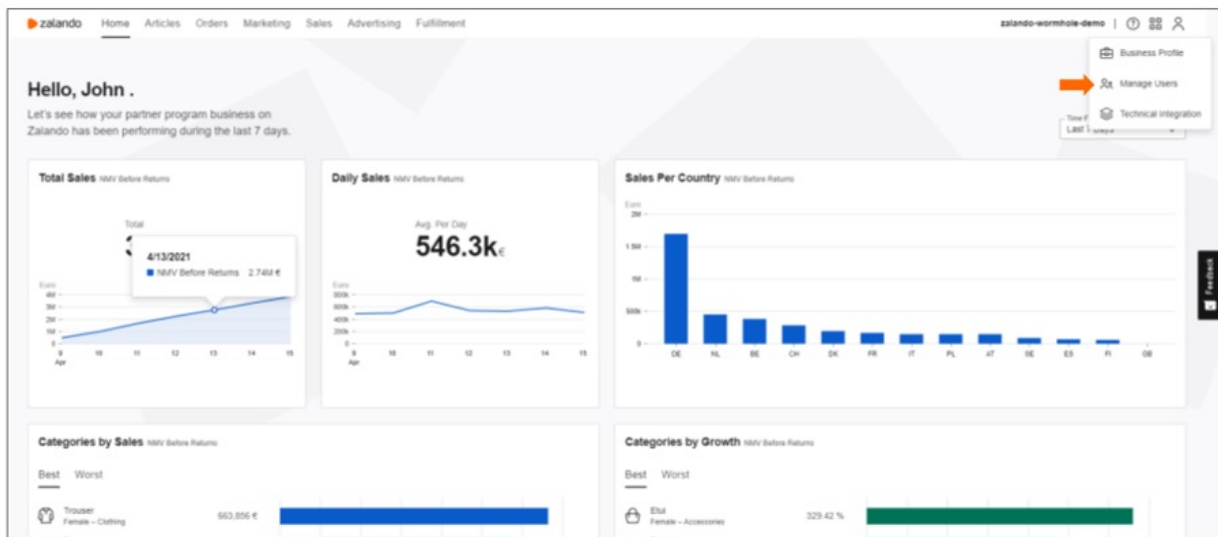
1. **Administrator:** Has full access to all features of zDirect and can **add, delete, enable or disable users** and **change their access rights** (eg user roles, access to merchants). They can also perform basic tasks such as **password reset**.
2. **Manager:** Has full access to all features of zDirect, but **cannot manage users** (eg add, delete etc.) and **their access rights** or **make changes to the business profile**.

Viewing existing users in your account

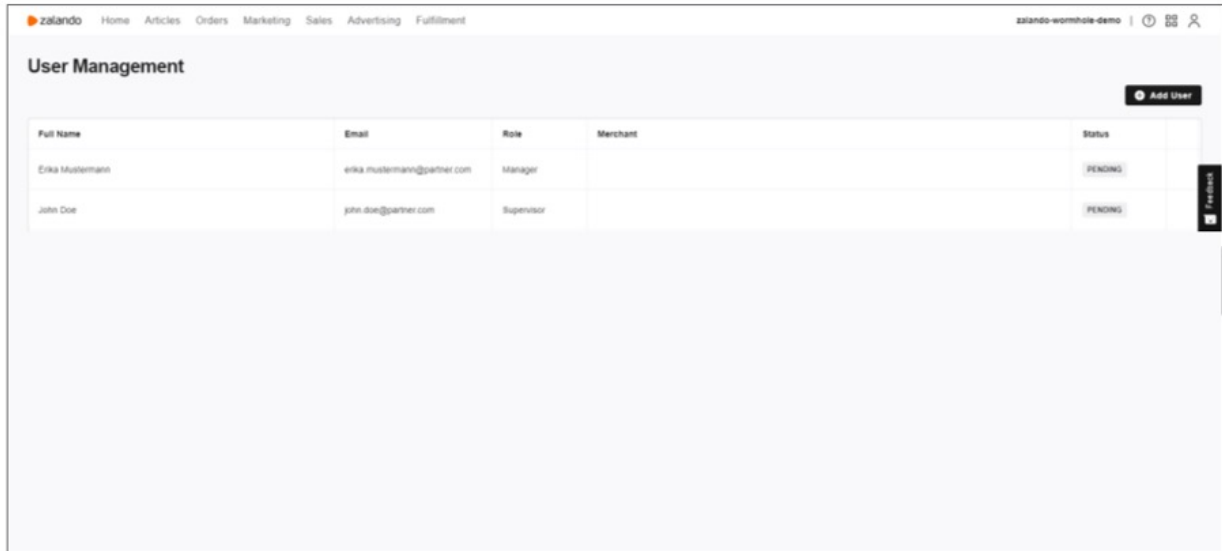
1. Click on the **Applications icon** (☰) at the top right corner of the navigation toolbar.



2. Click on **Manage Users**.



You'll now be able to see the users in your account under User Management.



Adding a user to your account

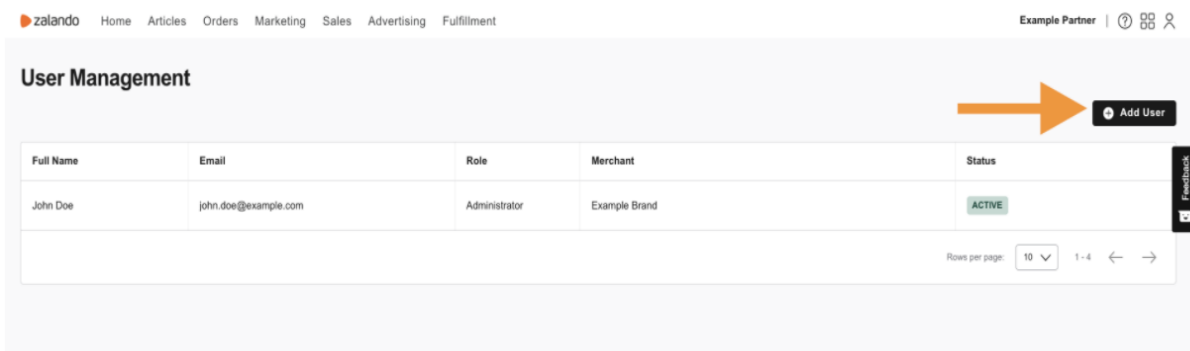
Only an Administrator can add users to your organization's account.

Things to bear in mind:

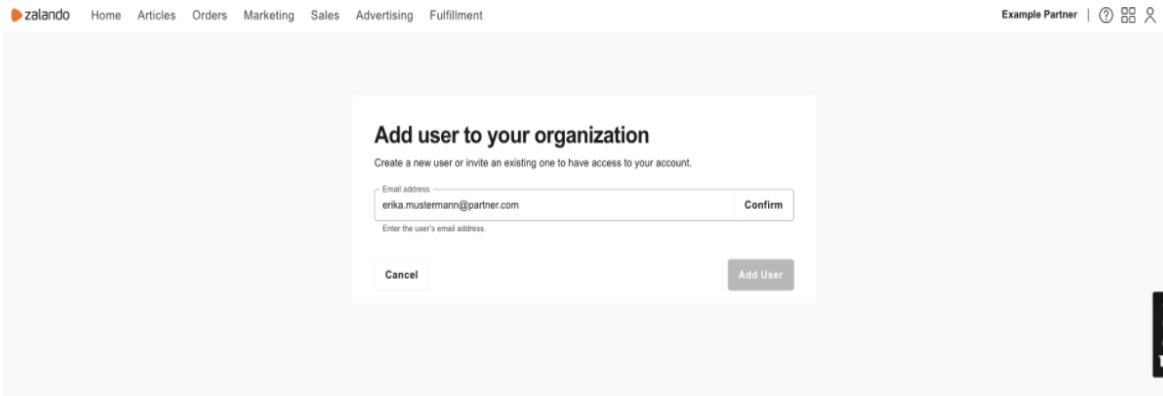
- Only an **Administrator** can edit the access rights of existing users or add new users
- Don't add an unknown user to your account
- You can delete, revoke access or remove admin rights from users at any time but check our best practices advice below, first.

Existing users on zDirect

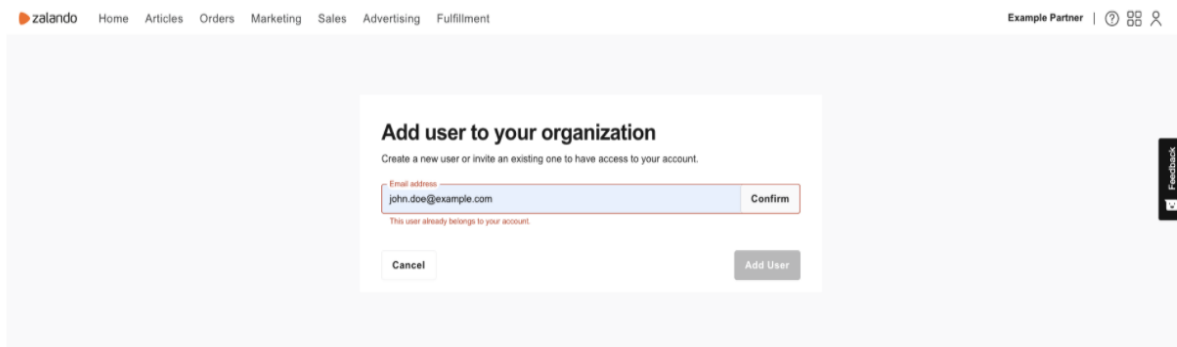
1. Navigate to **User Management** and click **Add User**.



2. Enter the **email address** and click **Confirm**.

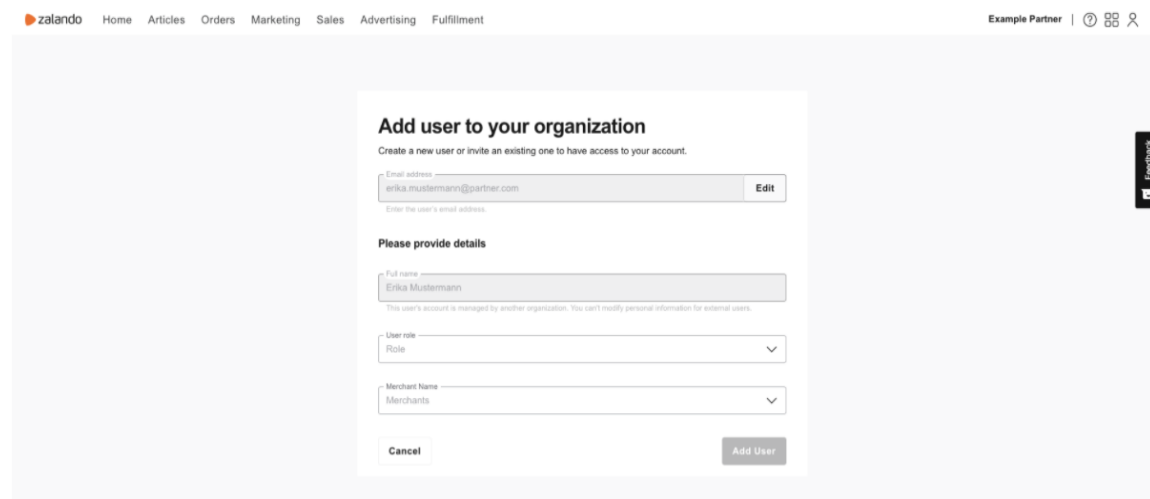


If the user already exists in your account, you will see the message: "This user already belongs to your account".

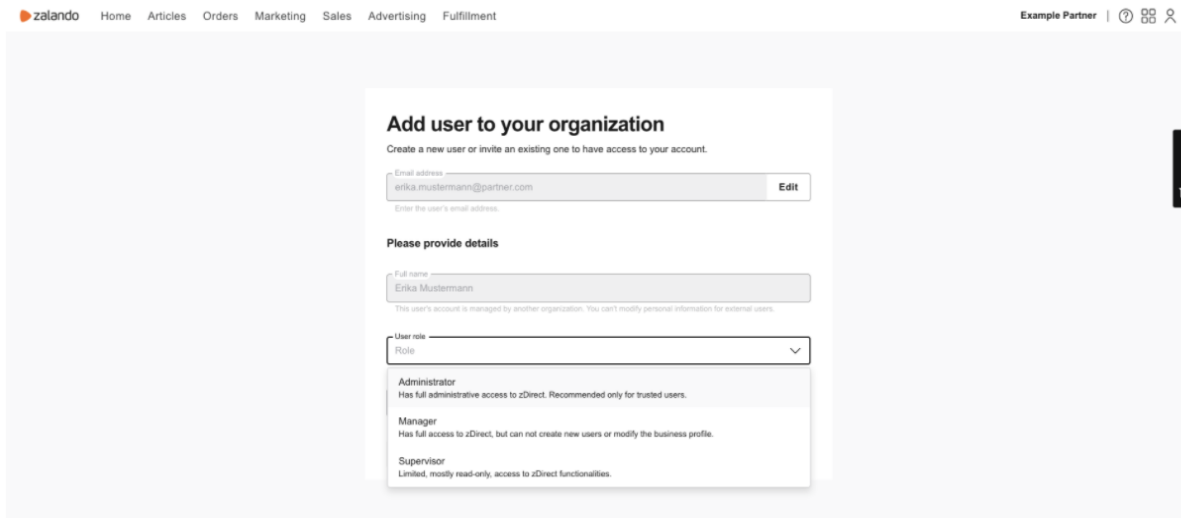


If the email address corresponds to an existing zDirect user, they will become a **Connected** user.

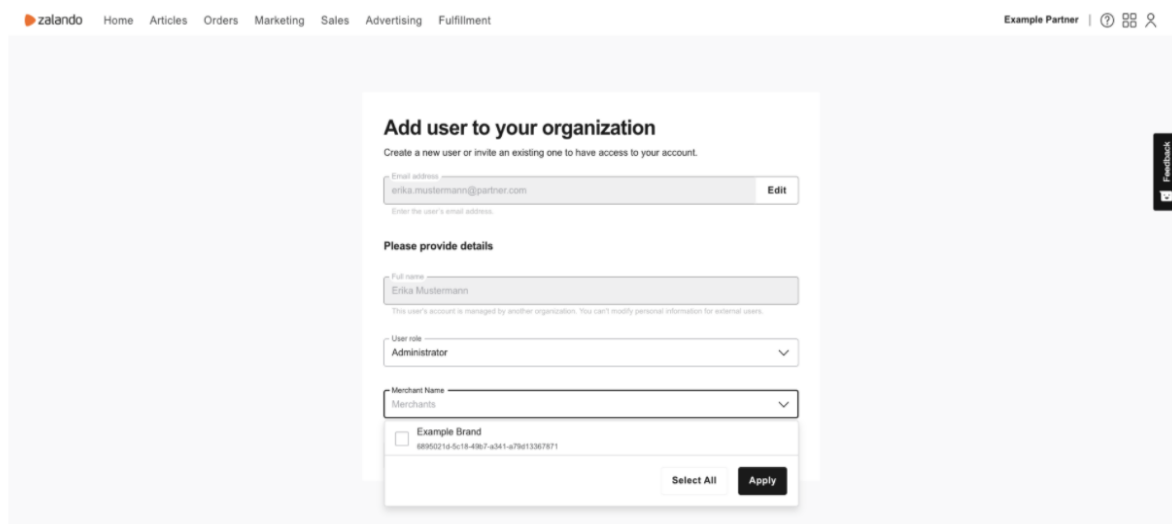
This means you will be able to change their role and permissions or revoke their access entirely but you won't be able to modify details such as their name.



3. Allocate their role depending on the permissions you want them to have. Select the role and click **Apply**.



4. Choose the merchants you want them to have access to. If you have only one merchant in your account, select this merchant and click **Apply**.



5. Confirm the information entered is correct and click **Add User**.

You can revoke permissions for a Connected user at any time. Their zDirect account will continue to exist, but they will no longer have access to your organization's platform account.

User doesn't exist on zDirect

1. If the email address is unique and doesn't correspond to an existing zDirect account, you will need to confirm if

the user belongs to your organization.

The screenshot shows the 'Add user to your organization' form. At the top, there is a navigation bar with 'zalando' and links for 'Home', 'Articles', 'Orders', 'Marketing', 'Sales', 'Advertising', and 'Fulfillment'. On the right, it says 'Example Partner' with icons for help, settings, and user profile. The form itself has a title 'Add user to your organization' and a subtitle 'Create a new user or invite an existing one to have access to your account.' Below this is an 'Email address' field containing 'jane.doe@example.com' with an 'Edit' button. A note below the field says 'Enter the user's email address.' The next section is 'Does this user belong to your organization?' with two radio buttons: 'Yes' (which is selected) and 'No'. Below this is a section titled 'Please provide details' with three fields: 'Full name' (with a note 'Enter First Name and Last Name'), 'User role' (a dropdown menu), and 'Merchant Name' (a dropdown menu with 'Merchants' selected). At the bottom of the form are 'Cancel' and 'Add User' buttons. A vertical 'Feedback' button is on the right side of the form.

2. If they do, provide their name and then follow the same process as above for choosing their role and the merchants you want them to have access to.

Double check all the information and then click on the **Add user** button to complete the creation process.

3. If the user doesn't belong to your organization, you will see an **error message**. This user will have to be created in their own organization's account (e.g. third party service provider) first and then added to yours as a Connected user.

This screenshot shows the same 'Add user to your organization' form, but with the 'No' radio button selected. Below the radio buttons, there is a yellow error message box with a warning icon: 'We couldn't find that email. To create it, please contact the person who manages accounts at the user's organization. [Learn more.](#)' The 'Add User' button is now disabled. The rest of the form structure, including the navigation bar and feedback button, remains the same.

4. The new user will receive an email with instructions on how to continue setting up their account.

Editing a user's details

To edit an existing user, click on their name or hover over it in the far-right column of the **User Management** table. To see the menu choose **Edit Details**.

zalando Home Articles Orders Marketing Sales Advertising Fulfillment Example Partner | ?

User Management

Add User

Full Name	Email	Role	Merchant	Status
John Doe External	john.doe@example.com	Administrator	Example Brand	ACTIVE
Erika Mustermann	erika.mustermann@example.com	Administrator	Example Brand	ACTIVE

Rows per page: 10 1-5

Feedback

Update the user information and save your changes.

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Edit User Details

Email address
erika.mustermann@example.com
Enter the user's email address.

Full name
Erika Mustermann
Enter First Name and Last Name

User role
Administrator

Merchant Name
(1) Example Brand

Cancel Save

Feedback

Resetting a user's password

The administrator can request a password reset (<https://developers.merchants.zalando.com/docs/dev-portal-users-management.html#reset-password>) for any user account on zDirect.

zalando Home Articles Orders Marketing Sales Advertising Fulfillment Example Partner | ?

User Management

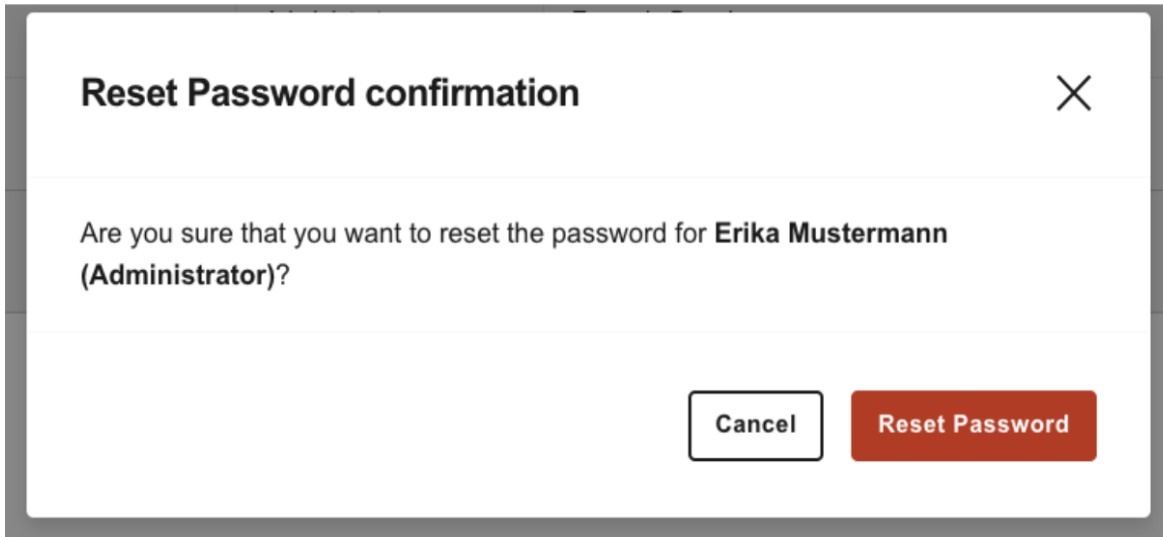
Add User

Full Name	Email	Role	Merchant	Status
John Doe External	john.doe@example.com	Administrator	Example Brand	ACTIVE
Erika Mustermann	erika.mustermann@example.com	Administrator	Example Brand	ACTIVE

Rows per page: 10

Feedback

- Edit Details
- Revoke Access
- Reset Password
- Delete User



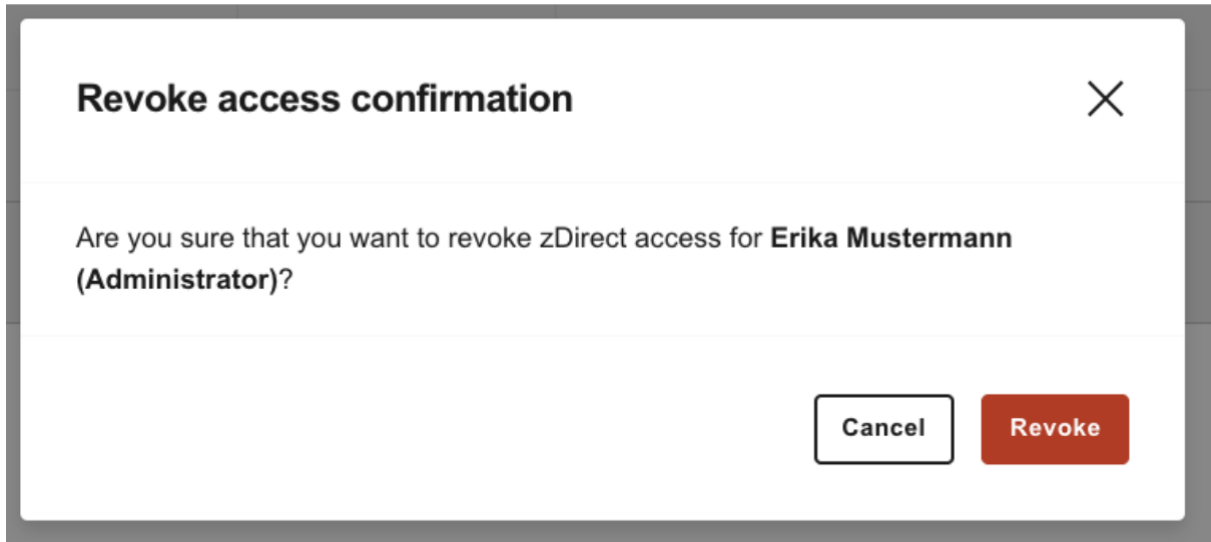
They will receive an email, including a link, to update their password. This link has **an expiry period**.

Managing access for users

Having access to zDirect and all its applications is a gateway to Zalando APIs. It's important, therefore, to manage your accounts, noting anyone who is leaving your organization, project or department to avoid any security risks in the long term.

The screenshot shows the "User Management" interface. At the top, there is a navigation bar with the Zalando logo and links for Home, Articles, Orders, Marketing, Sales, Advertising, and Fulfillment. On the right, it says "Example Partner" with icons for help, search, and user profile. Below the navigation is a "User Management" header with an "Add User" button. The main content is a table with columns: Full Name, Email, Role, Merchant, and Status. The table contains two rows: John Doe (External, Administrator, Example Brand, ACTIVE) and Erika Mustermann (Administrator, Example Brand, ACTIVE). An orange arrow points to the "Edit Details" dropdown menu for Erika Mustermann, which is open and shows options: "Revoke Access", "Reset Password", and "Delete User". A "Rows per page" dropdown is set to "10". A "Feedback" button is visible on the right side of the table.

Full Name	Email	Role	Merchant	Status
John Doe External	john.doe@example.com	Administrator	Example Brand	ACTIVE
Erika Mustermann	erika.mustermann@example.com	Administrator	Example Brand	ACTIVE

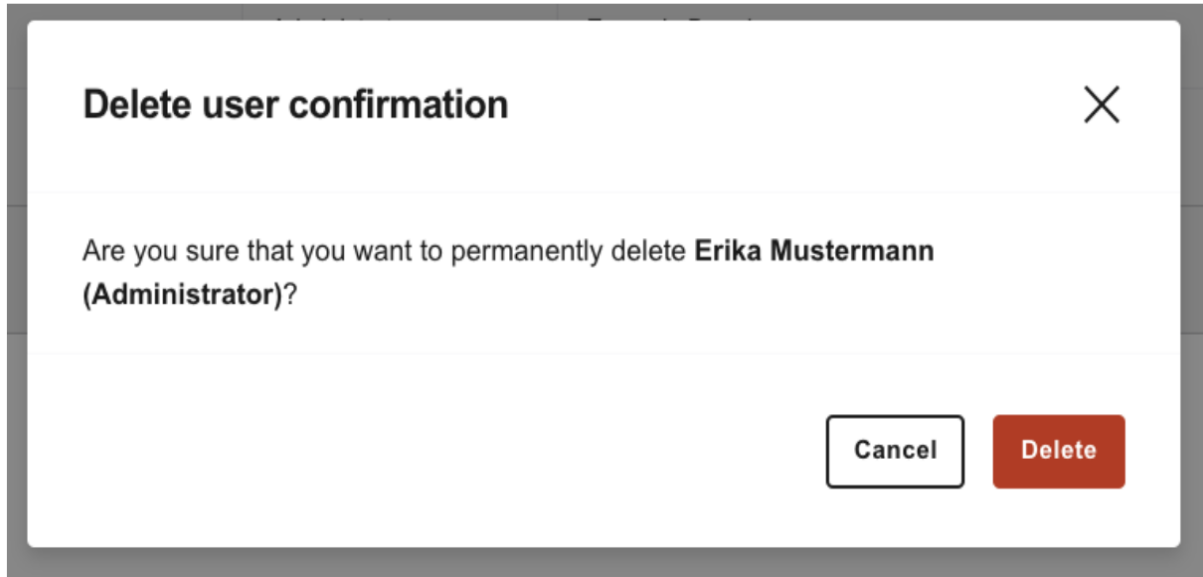


Delete User

When users **leave your organization**, we strongly recommend their account and access is removed from zDirect. When you delete a user, you will be asked to confirm this and they will be removed permanently and will get notified via email.

The screenshot shows the "User Management" section of a web application. At the top left is the Zalando logo and navigation links: Home, Articles, Orders, Marketing, Sales, Advertising, Fulfillment. At the top right, it says "Example Partner" with icons for settings, a grid, and a user profile. Below the navigation is a table with columns: Full Name, Email, Role, Merchant, and Status. The table contains two rows: "John Doe External" and "Erika Mustermann". The "Status" column for both users shows "ACTIVE". To the right of the table is a "Feedback" button. Below the table, there is a "Rows per page" dropdown set to "10". A dropdown menu is open for the "Erika Mustermann" row, showing options: "Edit Details", "Revoke Access", "Reset Password", and "Delete User". An orange arrow points to the "Delete User" option.

Full Name	Email	Role	Merchant	Status
John Doe External	john.doe@example.com	Administrator	Example Brand	ACTIVE
Erika Mustermann	erika.mustermann@example.com	Administrator	Example Brand	ACTIVE



Best Practice Advice

Make sure you have a number of Administrators to handle tasks such as adding/removing users and resetting passwords to avoid issues if people are on vacation or sick leave.