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Managing user profiles on zDirect

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

Updated May 24, 2024

Internal and External users

Internal users: These belong to your organisation and should be the first types of profile to be created in your organisation's zDirect account.

External users: These are third party users such as [Technical Service Providers](#) from organisations like Tradebyte and ChannelAdvisor who are [invited](#) to manage your inventory on zDirect.

Remember that before you invite them to carry out work on your behalf, they must already have access to zDirect which will have been set up by their organisation.

Principal and Connected users

When users within your organisation are created on zDirect 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.

If users are removed by the **Administrator** of the Principal account, their access to Connected accounts will also be revoked. If this happens to one of their Connected accounts, their Principal and other Connected accounts will remain active.

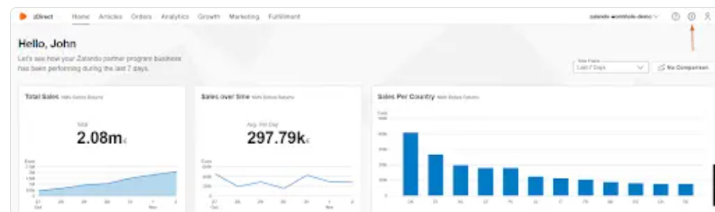
Types of roles on zDirect

There are three different roles that can be created:

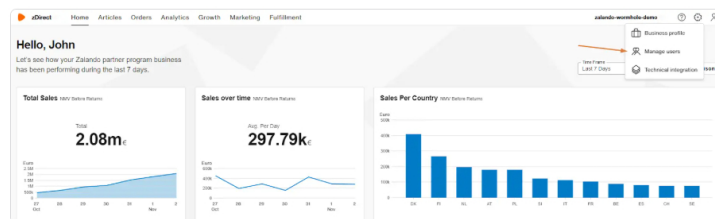
1. **Administrator:** Has full access to all of the features of zDirect and can add, delete, enable or disable users and change their access rights (e.g. user roles, access to merchants). They can also perform basic tasks such as password resets.
2. **Manager:** Has full access to all features of zDirect, but can't manage users (e.g. add, delete users etc.), change their access rights, or make changes to the business profile.
3. **Supervisor:** Limited, mostly read-only access to zDirect features.

View existing users in your account

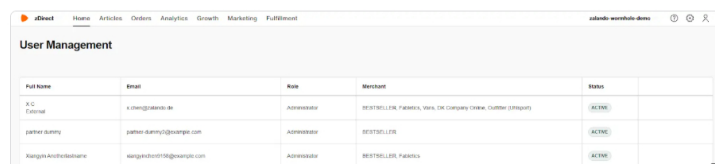
1. Click on the **Account settings** icon at the top right corner of the navigation toolbar.



2. Select **Manage users**.



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



The screenshot shows the zDirect dashboard with the 'User Management' section selected. The navigation bar is the same. The main content area displays a table of users.

Full Name	Email	Role	Merchant	Status
A.C. Conrad	a.conrad@zalando.de	Administrator	BEISTELLEK, PATRICKS, NINA, THE COMPANY STORE, OUTLET (Zalando)	ACTIVE
partner.dummy	partner.dummy@zalando.com	administrator	BEISTELLEK	ACTIVE
Kangas.Archibald@zalando	kangas.archibald@zalando.com	Administrator	BEISTELLEK, PATRICKS	ACTIVE

Adding a user to your account

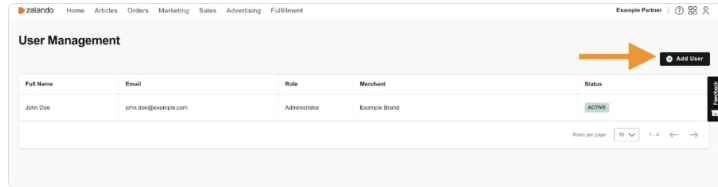
Only an Administrator can add users to your organisation's account.

Good to know

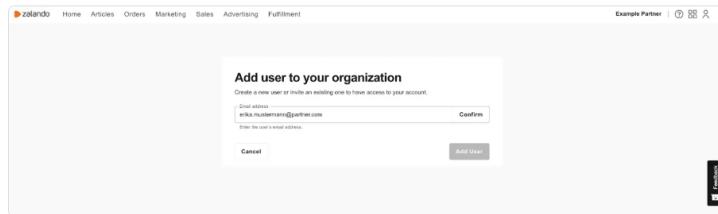
1. Only an **Administrator** can edit the access rights of existing users or add new users
2. Don't add an unknown user to your account
3. You can delete, revoke access or remove admin rights from users at any time, but check our best practices advice below first.

Existing users on zDirect

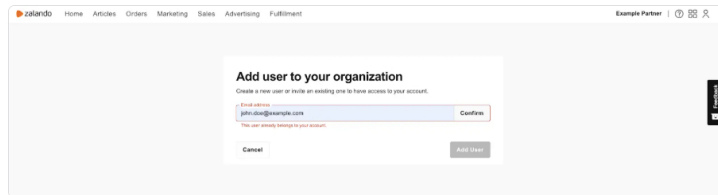
1. Navigate to **User management** and click **Add user**.



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

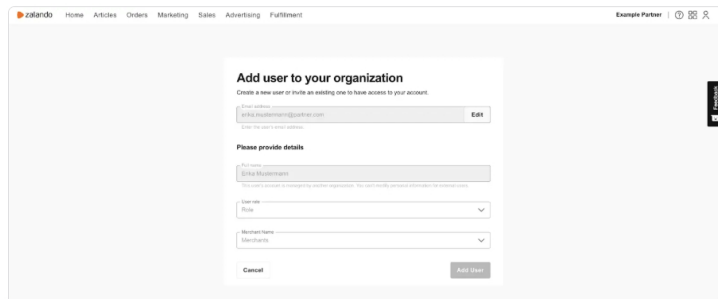


If the user already exists, you'll see the message: "This user already belongs to your account".

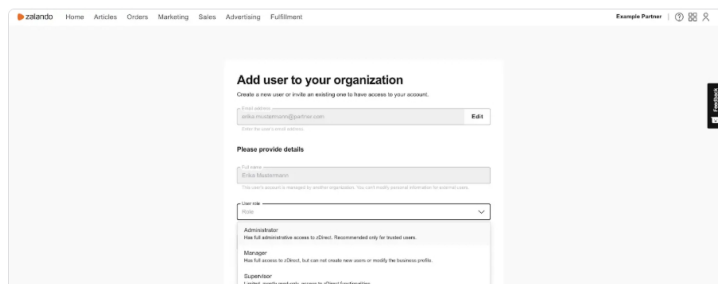


If the email address corresponds to an existing zDirect user, they will become a **Connected** user.

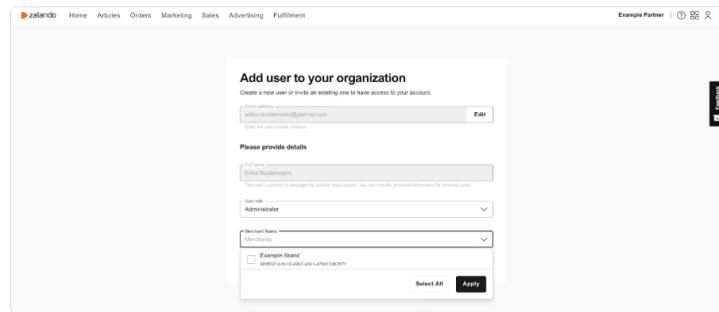
This means you will be able to change their role and permissions or revoke their access entirely but you won't be able to modify details such as their name.



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**.

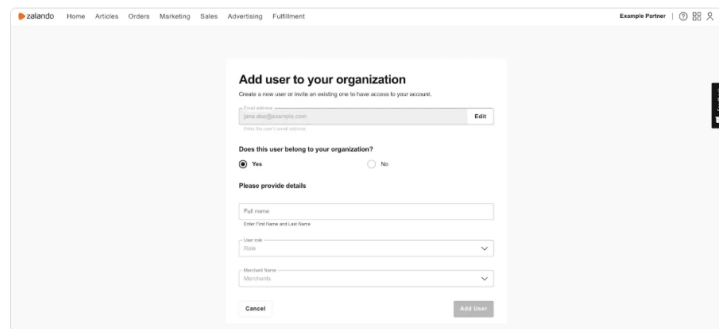


5. Confirm the information entered is correct and click **Add User**.

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 organisation's merchant account.

User doesn't exist on zDirect

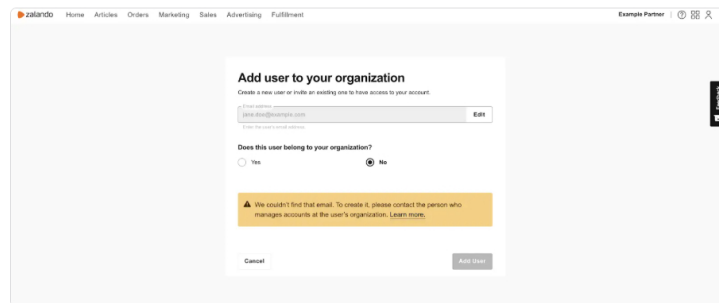
1. If the email address is unique and doesn't correspond to an existing zDirect account, you will need to confirm that the user belongs to your organisation.



2. If they do, provide their name and 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 **Add user** to complete the creation process.

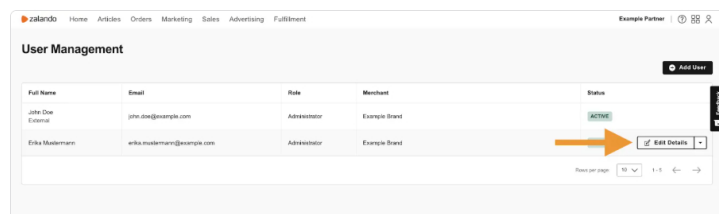
3. If the user doesn't belong to your organisation, you will see an **error message**. This user will have to first be created in their own organisation's account (e.g. third party service provider) and then added to yours as a Connected user.



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 the settings icon in the top right corner, then choose **Manager users** from the dropdown options as before. Once you can see the **User management** table, click on their name or hover over it in the column on the right. Select **Edit details** to change the user information.



Full Name	Email	Role	Merchant	Status
Jane Doe External	jane.doe@example.com	Administrator	Example Brand	ACTIVE
Erika Musdarmann	erika.musdarmann@example.com	Administrator	Example Brand	Edit Details

Update the user information and save your changes.

Edit User Details

Email address: erika.mustermann@example.com

Full name: Erika Mustermann

Role: Administrator

Merchant: Example Brand

Cancel Save

Resetting a user's password

The administrator can request a password reset for any user account on zDirect.

Once in **User management**, select **Edit details** and **Reset password** from the dropdown options.

User Management

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

Reset Password Revoke Access Delete User

Reset Password confirmation

Are you sure that you want to reset the password for **Erika Mustermann (Administrator)**?

Cancel Reset Password

They will receive an email, including a link, to update their password. This link expires after one hour.

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, and remove access for anyone who has left your organisation, project or department to avoid any security risks in the long term.

Revoke access

When users change teams or departments and no longer need to use zDirect, you must [revoke their access](#).

User Management

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

Revoke Access Reset Password Delete User

Revoke access confirmation

Are you sure that you want to revoke zDirect access for **Erika Mustermann (Administrator)**?

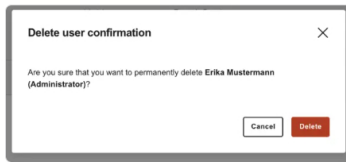
Cancel Revoke

Delete user

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

User Management

Full Name	Email	Role	Merchant	Status
John Doe External	john.doe@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.




You can get assistance at any time by reaching out to [Partner Care here](#).

Was this article helpful?





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