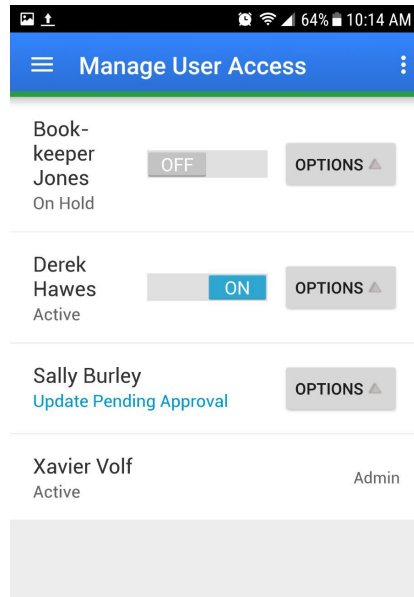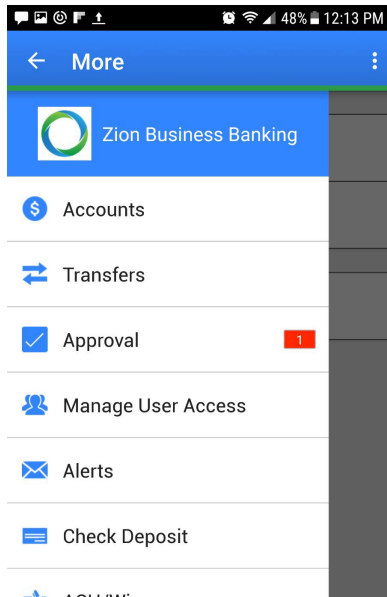**Primary and Secondary Admins can manage business users in Business Mobile.**

- Only Business Admins see "Manage User Access" in the menu.
- Status displays under the name – see table for status options
- Slide Access toggle to No to change status to On Hold (temporary hold)
- Business Admins cannot manage each other's access (only the FI can) so the Options button doesn't show.

Status	Description
Active	User can currently access Business Banking
On Hold	User placed on hold by a Business Admin or the FI
Update Pending Approval	Business Admin edited an existing user and is pending approval by another Business Admin
Update Approval Declined	Business Admin declined a user update.
Setup Pending Approval	Business Admin added a new user and is pending approval by another Business Admin
Setup Approval Declined	Business Admin declined a new user.

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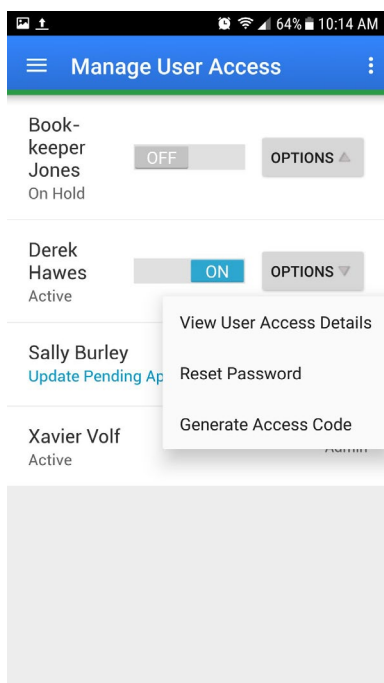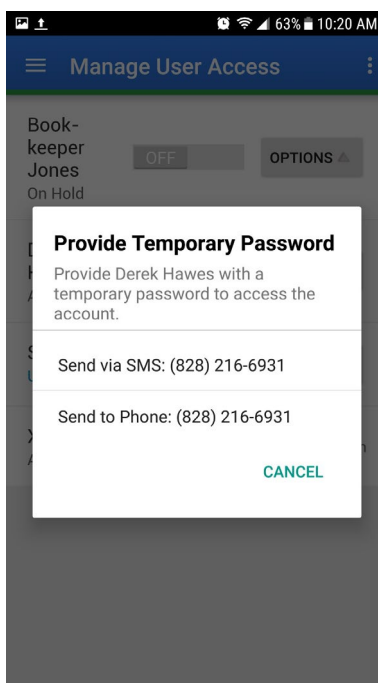
Options for an Active User: (figure 1)

- **View user access details** – full details of the user's permissions and limits. *If a user cannot access Business Mobile*, view details to see if "Business Mobile App" is enabled as a permission. To enable it, go to Business Banking web and update the user.
- **Reset password** (figure 2) – sends a temporary password to the user's phone
- **Generate access code** (figure 3) – delivers a one-time access code on the screen that the Admin gives the user if needed during login (not for payment approvals)

Options for a Locked User:

- **View user access details**
- **Reset password and Unlock user** – unlocks the user and sends a new temporary password to the user's phone via call or text
- **Unlock user** – unlocks user so they can login with original password

Options available only in Business Banking web (NOT options in the app):
- Add a user, Edit a user, Delete a user

Figure 1	**Figure 2**	**Figure 3**