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KNOWLEDGE BASE · PUBLIC DOCUMENT

How to manage sub-accounts

Support & Account

CODE

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VERSION

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COUNTRY · LANGUAGE

International · English

MozOut International

RLX Holdings (Pty) Ltd. · Group RLX Holdings

Tax no. (SARS) 943 907 6234 · Registration no. (CIPC) 2025/667953/07

<https://www.my.mozout.com/knowledgebase/114>



If more than one person in your company needs access to **My MozOut** - finance, **support**, a developer - you don't have to share your own login. Create a sub-account for each person, with only the permissions they need.

Adding a new contact

1 Log in to **My MozOut** and open **Contacts / Sub-Accounts** from the profile menu.

2 Click **Add New Contact** and fill in their name, e-mail and phone number.

3 Tick **Activate Sub-Account** to give this contact their own My MozOut login, and set a password for them.

4 Choose exactly what this contact can do - tick only the permissions that apply.

- **Invoices** - view and pay invoices
- **Tickets** - open, reply to and manage support tickets
- **Domains / Manage Domains** - view or change nameservers, DNS, transfers
- **Products / Manage Products** - view services or change service passwords
- **Profile** - edit account details
- **Emails** - view the account's e-mail history

5

Click **Save Changes**. The contact receives their own login details separately.

Editing or removing a sub-account

1

Open **Contacts / Sub-Accounts** and choose the contact you want to change.

2

Update their details, permissions, or set a new password, then **Save Changes** - or click **Remove Contact** to delete the sub-account entirely.

Removing a contact is permanent. Once deleted, that login cannot be recovered - you would need to create a new sub-account from scratch.

Note. A sub-account only ever has the permissions you grant - it can never see or do more than the main account owner allows, and it uses its own password, separate from yours.

Not sure which permissions to grant your team? Ask us.

[Open a support ticket](#)

SEE ALSO

With more people on the account, 2FA is worth turning on: [How to enable or disable two-factor authentication \(2FA\)](#).

And keeping details current: [How to update your registration details](#).

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MozOut International

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(CIPC)

2025/667953/07

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