Accounts, roles and contacts

How a company administrator adds users, assigns roles, keeps contacts and temporarily revokes access.

Account and contact

- An **account** — portal login, roles and access to companies.
- A **contact** — a record about a person in the company card (manager, contracts, finance, technical, client contact); it may have no login.

The contact form doesn't create an account. When an administrator saves an account assigned to a company, the portal itself creates or links a contact with the same email.

Roles

Role	Can
Advertiser administrator	Everything in its company, including assigning managers and viewers
Advertiser manager	Create and run campaigns, creatives, reports
Advertiser viewer	View only
Rights holder / sales house administrator	Manage its company, assign managers and validators
Rights holder / sales house manager	Work with inventory and campaigns on its channels
Validator	Only approve, reject or request changes to creatives for its ad places
AdStart Owner / Admin / AdOps	The portal team

One account can have different roles in different companies — add a separate assignment row, not a new account. A role can't be assigned above your own authority.

Adding a user

1. **Administration → Accounts → Add account.**
2. Name, a unique email, phone (if known), status.
3. An assignment row: company → role; if needed, a description of the access scope.
4. **Save.** For the person to create a password, send an **invitation** — the link arrives at their email.

Statuses

Status	Meaning
Active	Can work according to their roles
Invited	The account is created; the password isn't set yet or the email isn't confirmed
Inactive	Login is suspended

To revoke access temporarily — open the account, choose "Inactive" and save. **Deleting** erases the account and frees the email, but doesn't delete the company and contacts. You can't delete or deactivate your own account.

Contacts

Keep working contacts in the **company card → Contacts**:

1. **Add contact** → type, name, email, phone, notes.
2. If needed, choose a **Linked account** — the name, email and phone are filled in from the account; you can immediately add a role in this company without changing access in others.
3. To avoid duplicates — one work email and checking the list before creating.

Company card

Logo, website, legal details (registration code, VAT, addresses, IBAN), contracts (generated from a template: draft → generated → pending signature → signed) and contacts. Only the AdStart team changes the company's review status.