How to delegate management of an IEA product (Agents)

As purchaser ('Owner') of an IEA product, you are by default the manager ('Licence manager') of the associated licence: from the licence details in your IEA account, you can assign end-users on the licence to give them access to the product, and request the removal of end-users from the licence to terminate their access.

As Owner of the licence, you have access to the details of the associated order(s) and, for subscription products, you can trigger the renewal of the subscription from 6 months before its expiry date.

If you wish for your client to be able to add and remove users themselves from the licence, you can delegate admin rights to one other user ('Assigned administrator'.)

What the Assigned administrator can do:
- view the list of registered users
- add users to the licence
- request the removal of users from the licence (effective after validation by an IEA admin)

What the Assigned administrator cannot do:
- see the order(s) associated with the licence
- for subscription products: trigger the renewal of the subscription

To delegate admin rights to another user:

- make sure the 'Assigned administrator' has an IEA account
- log into your IEA account, go to Licences and open the licence details
- go to the ''Assigned administrator' section and click on 'Assign administrator':

- enter the user's email address and click on 'Add', then on 'Assign'
- the Assigned administrator is now registered in the licence details:

- the mention 'Delegated' now appears in the licence details:

Licences   Users

← Licences

IEA Statistics Package (ISP)

Delegated

If you need to modify the Assigned administrator, just click on 'Remove', confirm and register the new Assigned administrator as explained above:

Assigned administrator (Administrator must have IEA account)   Assign administrator 👤+

Name	Email	Access since	
IEA Data Sales	datasales@iea.org	13-05-2024	Remove

The Assigned administrator can now:

- see the licence in her/his IEA account (Licences), with the mention 'Admin rights':

Products **Licences** Orders Settings

Licences   Users

← Licences

IEA Statistics Package (ISP)

Admin rights

- view the list of registered users, add users or request the removal of users:

Users   Assign to myself   Assign user 👤+

Name	Email	Access since	Status	
IEA webstore	webstore@iea.org	07/12/2023	Active	Request removal

- see useful information on the licence (email address of the licence Owner, reference and date of the associated order):

Licence information

Licence purchased: 07/12/2023
Order reference: #373607

Licence Owner:
webstore IEA (webstore@iea.org)