

Using a Master Account in the Garden Planner

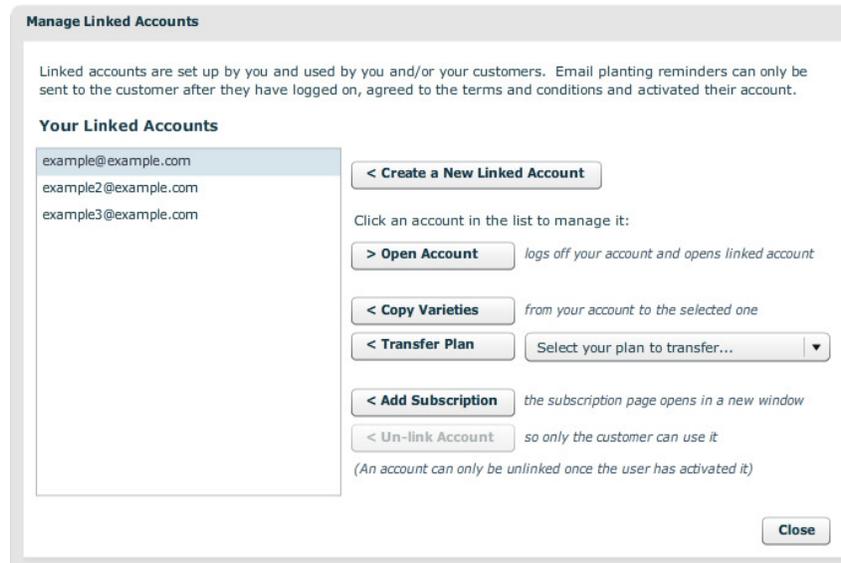
Master accounts are the ideal way to manage your garden designs for customers or others in your organization. Please contact our customer support with details of your business if you wish to have your account converted to a Master Account.

Start Using the Garden Planner

-  New Plan
-  Open Plan
-  Linked Accounts

When you log on to your master account you will see a new icon. —————>

Clicking this brings up the Manage Linked Accounts window:



Create a New Linked Account: This enables you to create accounts using the email address of your customer without the account needing activating. They won't receive any emails (including the planting reminders) until you have finished setting up their account and ask them to activate it (see below for details).

You have the option to set the location and frost dates of the garden to match those of your master account – useful if you have a locally focussed business.

Customers don't have to ever activate their accounts – however, they need to do so before they can receive email planting reminders as we have to get their permission to send emails.

Open Account: This enables you to open a linked account which hasn't yet been activated. You can use this to create, alter and print plans, set the location and frost dates, change the email address etc.

Copy Varieties: If you have defined custom varieties (useful if you want to specify your own spacing, sow/plant/harvest times or plants that aren't on the standard list) then you will probably want to copy these to your customer's linked accounts before transferring any plans.

It is only possible to transfer varieties once and only possible if there aren't already custom varieties set up on the account. This is to prevent a user's custom varieties being overwritten.

Transfer Plan: If you have set up a plan on your own account you can transfer it to the linked account by selecting the plan from the drop-down box and then clicking this button.

Add Subscription: This enables you to apply a subscription to the selected linked account. The subscription page will open in a new browser window and you can use any bulk subscription codes you have purchased by following the Gift Certificate option.

Un-link Account: Once a customer has activated their account you can use the Un-link button to remove it from your master account so that it becomes independent. This is optional and should only be used if you will not be managing that customer's account again.

What the Customer Sees

After you have set up a Garden Planner account for a customer you can optionally send them the login details for their account (if you wish them to have joint access along with you). When they log on for the first time they will be sent an activation email and will be shown the Activate Your Account window:

Activate Your Account X

Options

You are two steps away from being able to view your plans, receive email planting reminders and use the Garden Planner.
Please review the following options and agree to the Garden Planner Terms and Conditions.

Send me an email twice a month to remind me when to plant my crops

Allow my plans to be shown to others as examples

Send me occasional emails with special subscription offers or other gardening deals

We will send you an activation email, two introductory emails and reminders when your account expires. You can unsubscribe at any time by using the link at the bottom of our emails. Please be assured that we will never share your details with any other company for marketing purposes

For our Terms and Conditions and Privacy Policy please click these links or copy them into a new browser window:

<http://www.growveg.com/terms.aspx>

<http://www.growveg.com/privacy.aspx>

I agree to the Garden Planner Terms and Conditions which govern my use of this service.

Your Account Needs Activating

Please enter the activation code which you have been sent by email

Activation Code: **Activate Account >**

If you have just created your account please allow up to 15 minutes for the email to arrive. You may need to check your junk mail folder or spam filtering system.

[Resend Activation Email >](#)

This allows them to set their email preferences and agree to the Garden Planner Terms and Conditions (both of which are necessary for us to comply with anti-spam legislation).

Once the account is activated the customer will receive the usual Garden Planner emails:

- Welcome emails explaining how to use the system
- Planting reminders twice a month, customized to their plans and their location
- Reminders when their subscription expires (unless you re-subscribe them first using another subscription code)

If you have any questions please contact us via our website