


Fields: Staff & Agent

Field: Staff & Agent Status

The Staff & Agents Status dropdown field allows you to activate or inactivate existing location users. When a user is inactive, they will not have access to your location functionality in the Seller CTBIDS website or CTSeller NG mobile app.

When creating a new Administrator, Staff, or Agent the status of the user will remain inactive until the user has validated their email address and, if necessary, creates their password for Seller CTBIDS.


 When using part time Staff or Agents don't forget to inactivate the users at the completion of their obligations. If they perform work at a later date you can always active them again. This helps overall application security.

Field: Staff & Agents Role

The Staff & Agents Role dropdown is where we specify the role that a new user will have when adding them to our location. Available roles to select from are:

1. **Administrator** - Administrators have access to all functionality and data within Seller CTBIDS website and CTSeller NG mobile app for your location.
2. **Staff** - Staff has access to Sales, Items, Invoices, Customers, and non-administrative reports within Seller CTBIDS website and CTSeller NG mobile app. Does not have permission to reply to messages on items from the Sale Dashboard (this requires Admin level access).
3. **Agents** - Agents have access to item creation only using the Seller CTBIDS website and CTSeller NG mobile app. Agents are also able to edit and add photos to a Pending or Ready item. Agents are not able to create a new sale. Does not have permission to reply to messages on items from the Sale Dashboard (this requires Admin level access).

The role for any current Administrator, Staff, or Agent can be changed at any time and takes effect at the users next sign in.


 Staff & Agent Roles do not have the permission to reply to questions from customers from the sale dashboard (after selecting the eyeball icon). Replying to questions is assigned to only the Administrator Role.

Field: Staff & Agents Mobile Phone Number

The Staff & Agent Mobile field is where we specify the mobile phone number of the new Administrator, Staff, or Agent. This field is editable only during creating a new Administrator, Staff, or Agent. Once created, this field is no longer editable since the newly assigned user can edit and change their own mobile phone number within the application. If the user already has a Seller CTBIDS profile, this field is ignored and the mobile phone number of the user from their profile will be used instead.

Field: Staff & Agents Email Address

The Staff & Agents Email address field is where we provide an email address of the user we want to become an Administrator, Staff, or Agent at one of our locations. The email address is important when creating a new user as an email is sent to the new user with a link to validate their addition to your users.

 If a user already has a Seller CTBIDS account then this email address is used to connect that user to your location. If the email address does not exist in Seller CTBIDS, then a new user for Seller CTBIDS is created and that user will have to create a password before they can sign in to your location.

Field: Staff & Agents First Name

The Staff & Agents First name field is where you enter in the first name of the new Administrator, Staff, or Agent. This field is editable only during creating a new Administrator, Staff, or Agent. Once created, this field is no longer editable since the newly assigned user can edit and change their own profile within the application. If the user already has a Seller CTBIDS profile, this field is ignored and the first name of the user from their profile will be used instead.

Field: Staff & Agent Last Name

The Staff & Agents Last Name field is where you enter in the last name of the new Administrator, Staff, or Agent. This field is editable only during creating a new Administrator, Staff, or Agent. Once created, this field is no longer editable since the newly assigned user can edit and change their own profile within the application. If the user already has a Seller CTBIDS profile, this field is ignored and the last name of the user from their profile will be used instead.

Field: Staff & Agents Location Dropdown

The Staff & Agent Location dropdown allows you to identify to which location (if you administrate more than one location) the new Administrator, Staff, or Agent is to be assigned to. If you administrate only one location then this field will default to that location.

This field is only available when creating a new Administrator, Staff, or Agent in Seller CTBIDS. When editing already assigned Administrators, Staff, or Agents this field is not editable and displays the original selected location.