A GUIDE TO THE ADMINISTRATION TOOL

You can use the administration tool to manage the users on your subscription and ensure your organisation gets the most value from the seats you have purchased.

ACCESSING THE ADMINISTRATION TOOL

Go to FT.com and click on ‘My account’. You will be asked to confirm your password. Once confirmed, click on the blue ‘Administration’ tab. If you can’t see this, you may not be set up with access yet. Please email customer.support@ft.com to request access to the tool.

VIEWING YOUR SUBSCRIPTION INFORMATION

In the administration tool, you will see all your subscription information including:

- Users on your subscription
- Administrators on your subscription
- Your unique sign-up URL link
- Your total subscription allocation
- Number of allocated seats
- Number of available seats

ADDING OR REMOVING USERS

Use the administration tool to add new users to your subscription or remove employees who have left your team or organisation.

To add a new user, click on the ‘Add user’ button. Fill out the new user’s name, email address and country and then click ‘Create user’.

Once submitted, the user will receive an email asking them to set a password and confirm their account.

To remove a user, select them from the list of users and click on ‘Remove users’. You can use the search bar to find specific users quickly.

RESET USER PASSWORDS OR EXPORT YOUR USER LIST

You can use the administration tool reset users’ passwords if they forget theirs.

Simply select the user and then click on ‘Reset user’s password’. The user will then receive an email with a link to reset their password.

You can also export a .csv list of users on your subscription, by clicking on ‘CSV export’. 