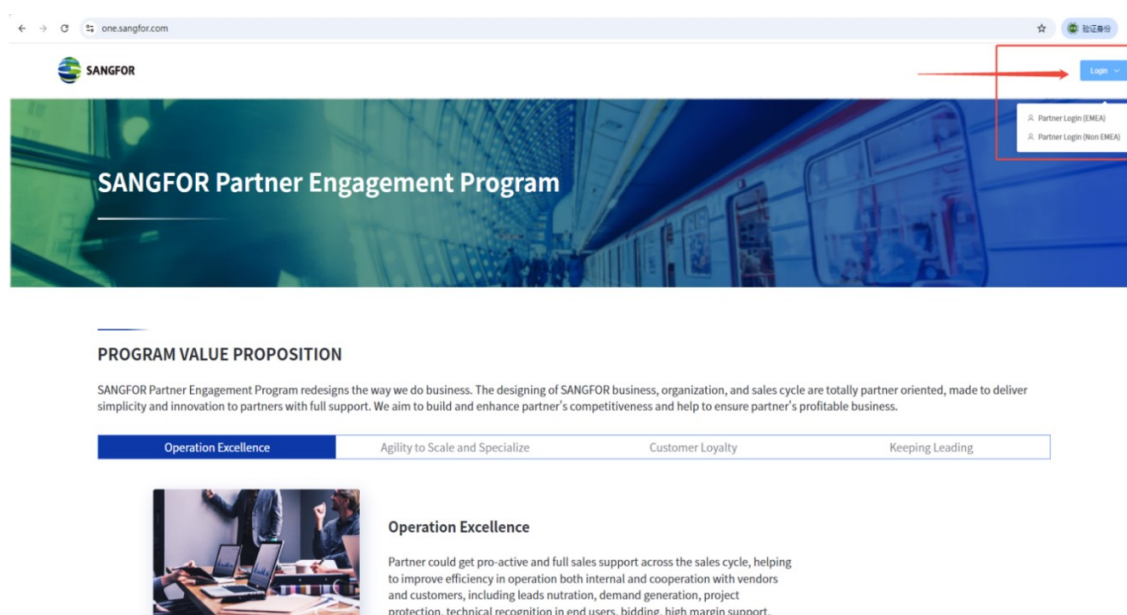


Sangfor Partner One: Admin Account Management Guide

1. Login & Password Recovery

Objective: Access Partner One and recover/reset Password if necessary.

Portal one Access: Navigate to the Partner One login page at <https://one.sangfor.com/> and select the appropriate region.



Authentication: Enter your registered email and password.

Note: You must select the checkbox labeled "I have read and agree to the Privacy Policy" to proceed

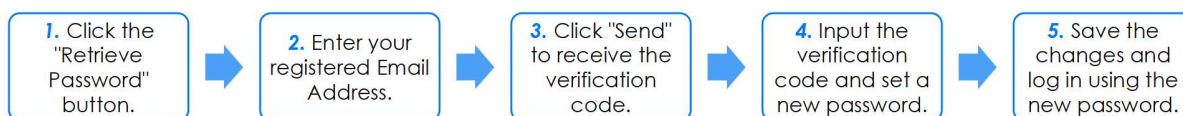
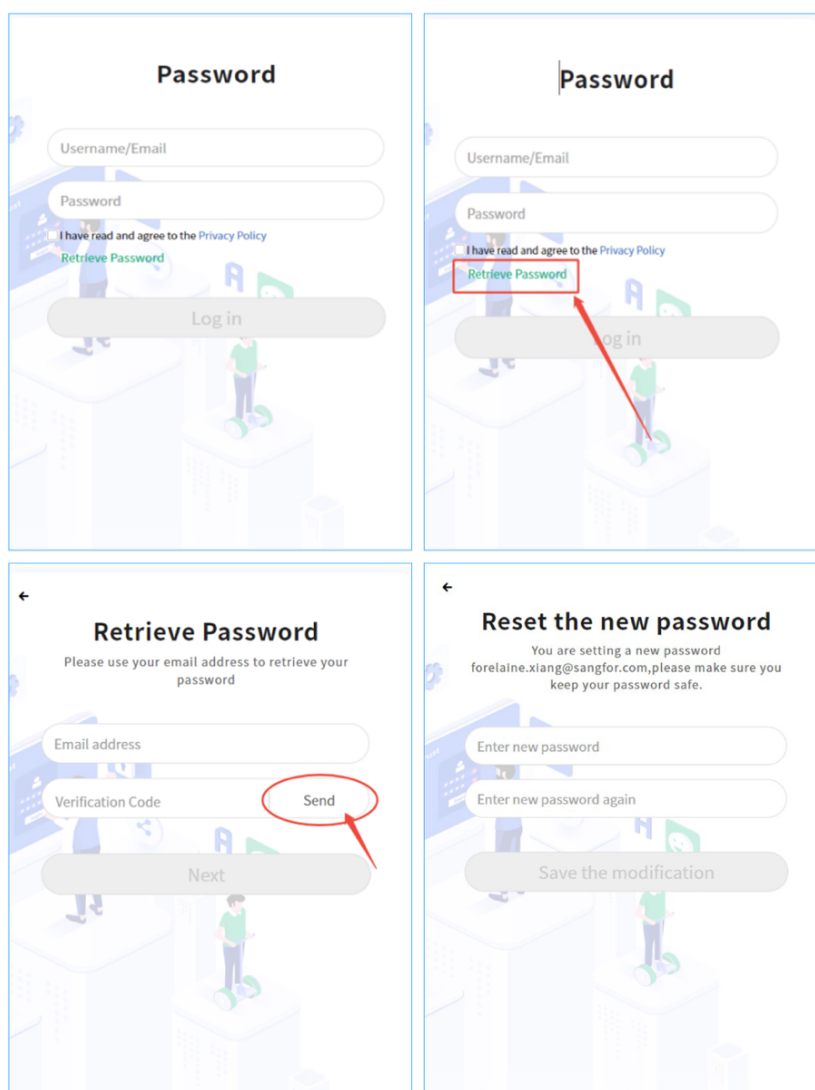
Password Reset (If forgotten):

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Password

Username/Email

Password

☐ I have read and agree to the Privacy Policy

[Retrieve Password](#)

Log in

Retrieve Password

Please use your email address to retrieve your password

Email address

Verification Code

[Send](#)

Next

Reset the new password

You are setting a new password
forelaine.xiang@sangfor.com, please make sure you keep your password safe.

Enter new password

Enter new password again

Save the modification

2. Navigating to User Management

Objective: Locate the user management interface after successful login.

- Upon successful login, locate and click the "Settings" icon.

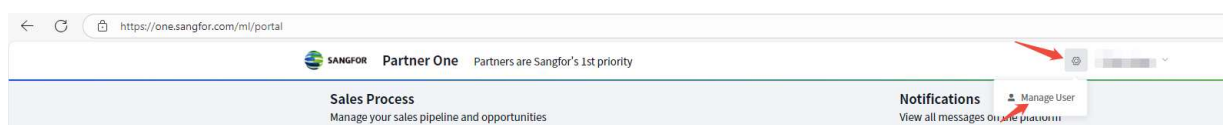
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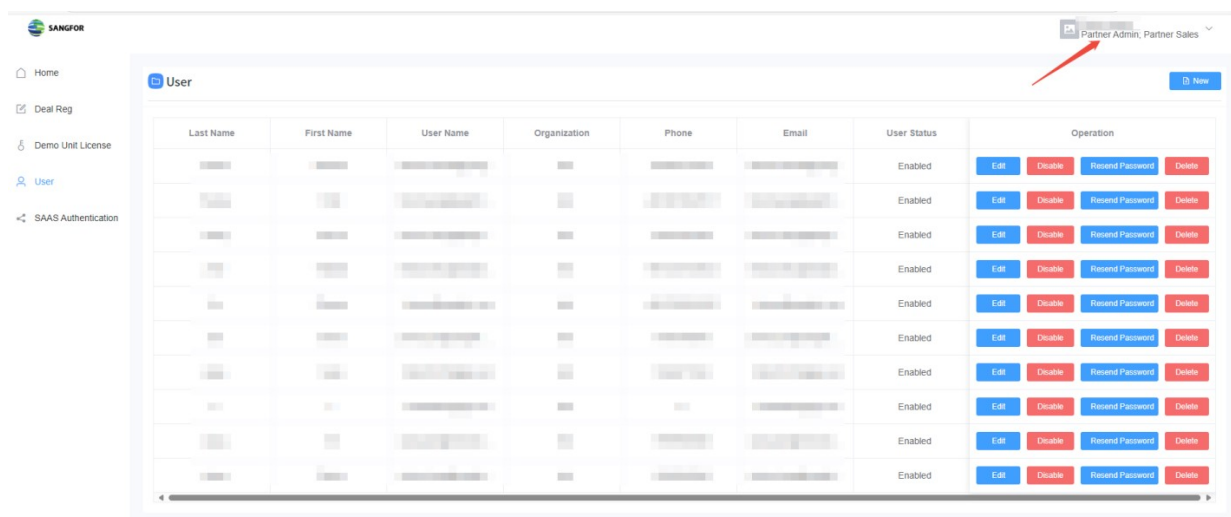
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- From the settings menu, select "Manage User".



Role Verification: Confirm your role is displayed as "Admin".

This role grants you the authority to manage other accounts within your organization.



3. Creating New User Accounts

Objective: Add new users (Sub-Accounts) to your Partner organization.

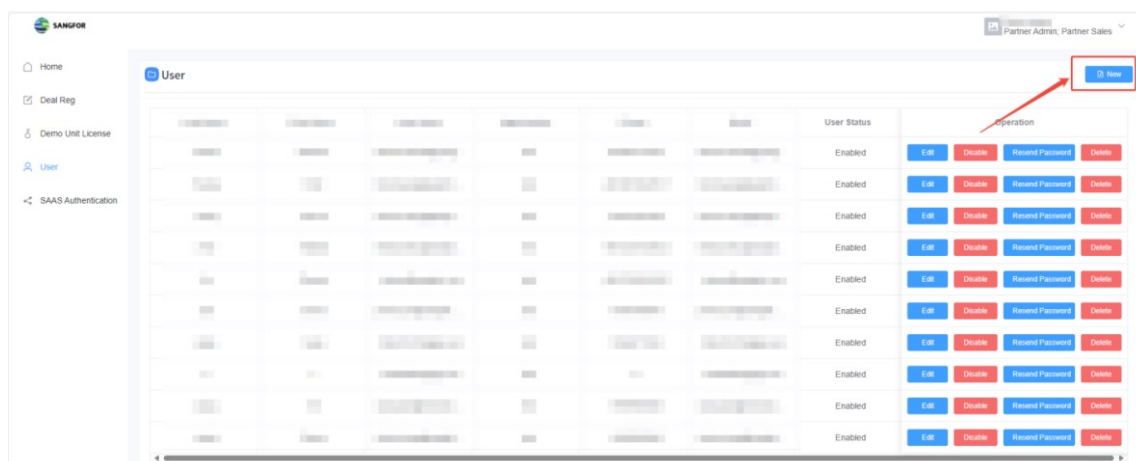
Initiating Creation: Click the "+ New" button located in the top-right corner of the User List page.

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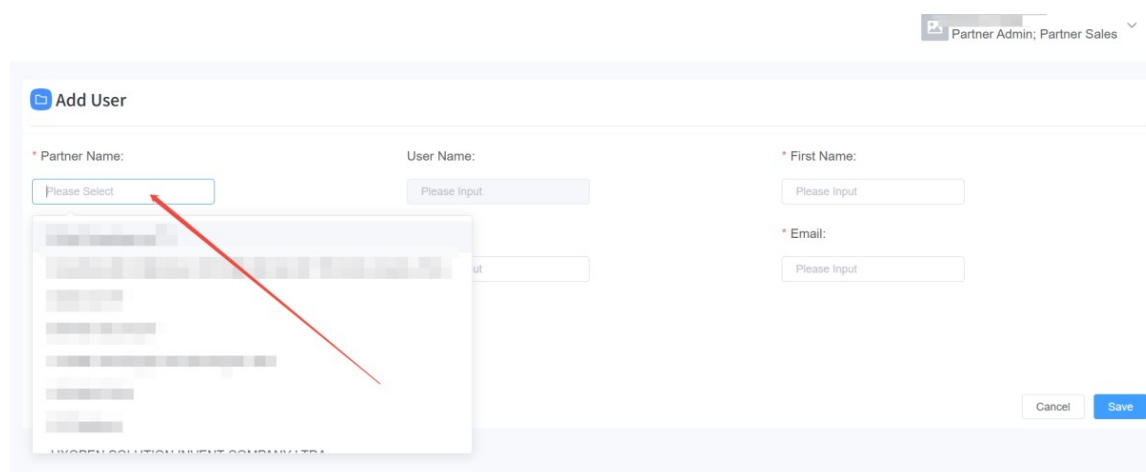
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Filling in User Details

For Distributor Admins:

From the "Partner" drop down menu, select the specific partner company this user belongs to.



For Partner Admins:

(No partner selection required; defaults to own company).

General Information: Fill in all mandatory fields (marked with an asterisk *) including First Name, Last Name, Email, and Username.

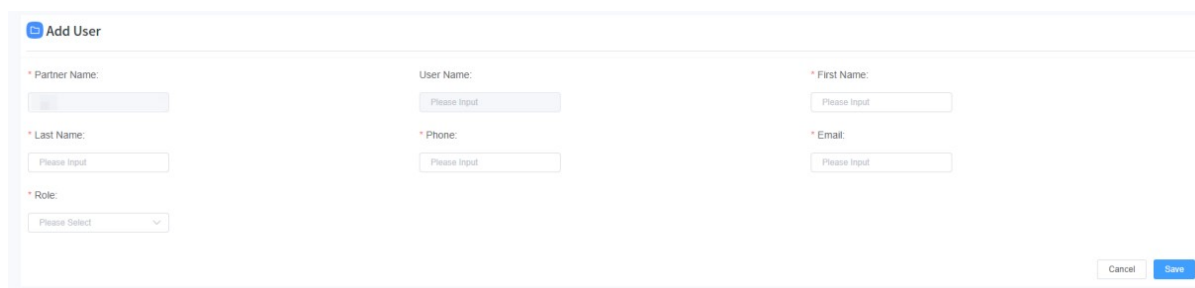
Click "Save" to submit.

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Add User

* Partner Name:

User Name:

* First Name:

* Last Name:

* Phone:

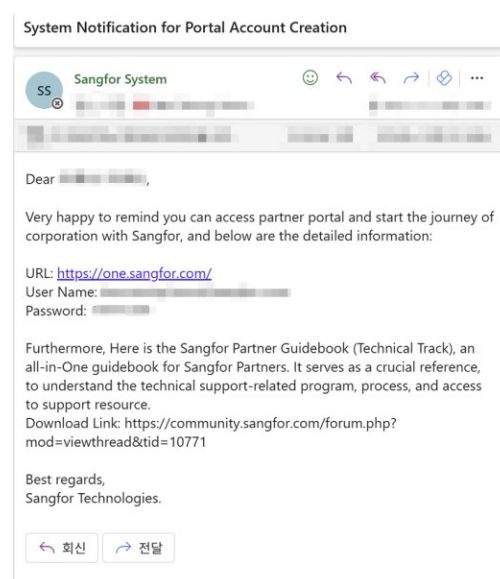
* Email:

* Role:

Account Activation:

Notification: Upon successful creation, the new user will automatically receive a system-generated email.

Content: This email contains the Partner One URL, the assigned Username, and a temporary Password for their first login.



System Notification for Portal Account Creation

Sangfor System

Dear [Name],

Very happy to remind you can access partner portal and start the journey of corporation with Sangfor, and below are the detailed information:

URL: <https://one.sangfor.com/>

User Name: [Username]

Password: [Password]

Furthermore, Here is the Sangfor Partner Guidebook (Technical Track), an all-in-One guidebook for Sangfor Partners. It serves as a crucial reference, to understand the technical support-related program, process, and access to support resource.

Download Link: <https://community.sangfor.com/forum.php?mod=viewthread&tid=10771>

Best regards,
Sangfor Technologies.

4. Managing Existing Accounts (CRUD Operations)

Objective: Perform maintenance on existing user profiles.

From the User List table, locate the target user and utilize the action buttons in the "Operation" column:

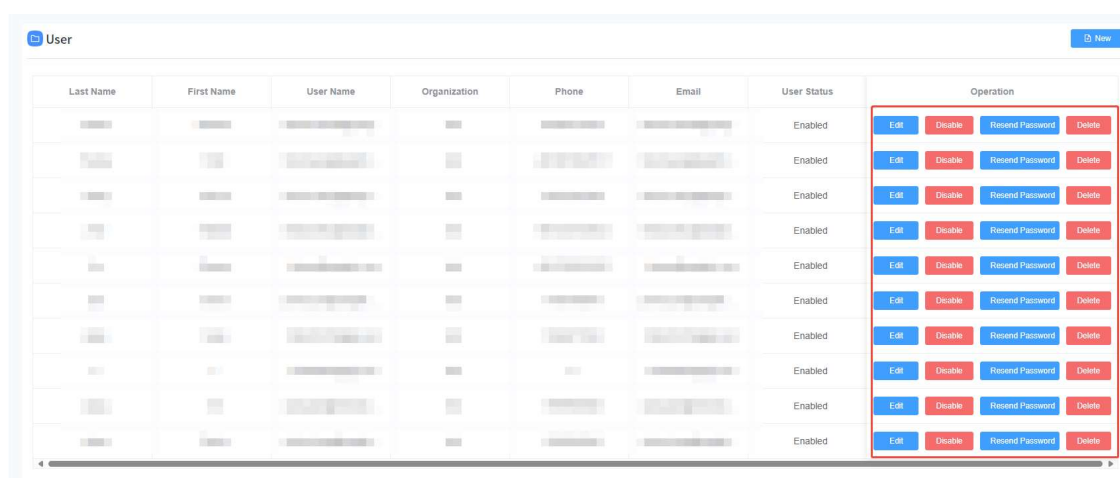
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Action	Button Color	Function
Edit	● Blue	Modify the user's personal information or role permissions.
Disable	● Red	Temporarily deactivate the account. The user will be unable to log in until re-enabled.
Resend Password	● Blue	Re-send the initial account setup email (containing credentials) to the user.
Delete	● Red	Permanently remove the user account from the system.



Last Name	First Name	User Name	Organization	Phone	Email	User Status	Operation
						Enabled	Edit Disable Resend Password Delete
						Enabled	Edit Disable Resend Password Delete
						Enabled	Edit Disable Resend Password Delete
						Enabled	Edit Disable Resend Password Delete
						Enabled	Edit Disable Resend Password Delete
						Enabled	Edit Disable Resend Password Delete
						Enabled	Edit Disable Resend Password Delete
						Enabled	Edit Disable Resend Password Delete
						Enabled	Edit Disable Resend Password Delete
						Enabled	Edit Disable Resend Password Delete
						Enabled	Edit Disable Resend Password Delete

✉ Support

For any inquiries or assistance, please contact:

Elaine Xiang | <mailto:Elaine.xiang@sangfor.com>

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