Email and Account Recovery

Sublogin Documentation

Guide for Magento administrators, technical project owners, and implementation teams.

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EXTENSION
Magento 2 Extension Sublogin

Email and Account Recovery

Sublogin sends account setup, confirmation, password reset, expiry and selected workflow messages through Magento's email system. Configure the sender and templates per store view, then test every link in a staging mailbox.

Protect credentials

Leave **Send plain password in sublogin account emails** disabled. New users should receive a setup or confirmation link and choose their own password. Passwords are checked against Magento's configured length and character-class policy and stored as hashes.

Password reset, setup confirmation and expiry refresh use separate tokens. Do not copy tokens into tickets, screenshots or logs.

Configure recipients

Under **Stores > Configuration > MageB2B > Sublogin > Email settings**:

- choose the Magento sender identity;
- select the template for each account event;
- decide whether the main customer receives a copy of sublogin order confirmation;
- use store-owner alerts only for events staff must act on;
- add BCC recipients only after reviewing privacy and retention;
- select which messages may use the optional parent or sublogin contact email.

The extension does not route invoice or shipment messages by a generic “Finance role”. Standard Magento sales email behavior and installed workflow modules still apply.

Choose the store context

By default, the store active for the order determines email templates and labels. **Use Sublogin Store ID** instead uses the store recorded on the sublogin. Enable it only when that is the intended behavior for accounts used across store views.

Test the complete sequence

1. Create an inactive staging sublogin at a reserved `.example` address that your local mail capture accepts.
2. Send the setup or confirmation message.
3. Open the link and set a compliant password.
4. Request a password reset and confirm the old link cannot be reused after completion.
5. Place a staging order and verify the main-account copy setting.
6. Check sender name, store label and URLs in every store view.

If a message is missing, verify the sublogin's email preference, selected template, Magento mail transport and queue or cron state before resending it.

Related: Configuration and Order Approval.