



Login Context and Impersonation

Sublogin Documentation

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

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Login Context and Impersonation

A sublogin signs in through Magento's normal customer login page. The session keeps the parent customer identity and the current sublogin identity together so checkout, orders and add-ons can apply the correct restrictions.

Direct sublogin sign-in

The email must be unique within Magento's customer account-sharing scope. The account must also be active, unexpired and, when enabled, confirmed by email.

When a sublogin is active, the session can affect:

- address availability;
- payment and shipping methods;
- cart and wishlist ownership;
- order ownership and history;
- permissions contributed by Role and other add-ons;
- budgets, catalogs and approval state.

Stale or invalid sublogin context is cleared rather than carried into an unrelated customer session.

Main-account impersonation

With **Allow impersonate sublogin account** enabled, the main customer can select **Login** beside a sublogin. The storefront displays the active sublogin context and a link back to the main account.

The screenshot displays the LUMA storefront interface. At the top, a yellow banner states: "You are currently logged in as Sublogin Jonas Weber. [Click here](#) to logout from this account." Below this, a red banner reads: "This is a demo store. No orders will be fulfilled." A grey banner shows a demo expiry date: "Demo expiry: 2020-08-15 10:00:00 (4d 23h left)" and a welcome message: "Welcome, Jonas Weber!". The main navigation bar includes the LUMA logo, a search bar, and a shopping cart icon. Below the navigation bar, a green banner confirms: "You are now logged in as Jonas Weber." The "My Account" section is active, showing a sidebar with links to My Orders, My Downloadable Products, My Wish List, Address Book, Account Information, Stored Payment Methods, My Sublogins, My Sublogin Orders Report, My Sublogin Products Report, My Sublogin Groups, My Sublogin Roles, My Sublogin Budgets, My Product Reviews, and Newsletter Subscriptions. The main content area displays "My Account" with sections for "My Budgets" (no budgets assigned), "Account Information" (contact details for Jonas Weber, including email and password change link), "Delete my account" (with a confirmation link), "Address Book" (with a "Manage Addresses" link), "Default Billing Address" (with a "View and edit your default billing address" link), and "Default Shipping Address" (with a "View and edit your default shipping address" link). A "Newsletters" section indicates the user is not subscribed to the newsletter, with an "Edit" link.

Use impersonation to reproduce a buyer's storefront view or help build a cart. It does not reveal or replace the buyer's password.

Before leaving the session, return through the context banner and confirm the main account identity is restored. Shared cart or wishlist changes made during impersonation remain shared when those features are enabled.

Admin access is separate

Magento administrator permissions are controlled by Admin ACL. An administrator managing a Sublogin record is not the same as a main customer impersonating a buyer in the storefront.

The optional Sublogin API manages records under its own Web API ACL resources. It does not turn a customer storefront session into a general integration credential.

Diagnose the wrong context

1. Sign out completely and start a fresh browser session.
2. Confirm the email belongs to the intended customer website scope.
3. Check active, expiry and confirmation state.
4. Inspect the visible impersonation banner.
5. Confirm the order or quote carries the expected sublogin ID.

Related: [Multi-Account Management](#) and [Permission Problems](#).