# My Account

Manage and customize your account settings.

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## Overview

My Account is the hub for overseeing your Voila account. This section lets you access and review your account particulars and comprehensive billing data.

This guide outlines how to modify your account information, including your Company Name and Password. It also delves into essential topics such as Charge Rates, Credits, Shipment Tracking, and the process of extending invitations to new Users within your account's purview. Lastly, it provides a step-by-step walkthrough on accessing, downloading, and printing invoice details.

## Account Details

Navigating to your account page involves selecting "My Account" from the menu situated on the left-hand side.

The first highlighted section is the "Company Name" field. This field contains the name you provided during your account registration on the Voila platform. To modify this, click the "Edit Company Name" button. This action prompts a window to emerge, allowing you to input a new company name. Once entered, you can save the changes.

Similarly, the subsequent highlighted section allows you to alter your password. Much like the process above, clicking the "Change Password" button triggers the display of a window. This window permits the configuration of a new password for your account.

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## Users

You can extend invitations to other users, granting them access to your account's data. It is beneficial when you want individuals from your business or affiliated enterprises to view request logs and related information.

To initiate the invitation process, navigate to the "Edit Users" section and select "Invite New User." Input the recipient's email address, choose the user level, and proceed by clicking "Send Invite." Opting for the "Administrator" role confers complete platform access, while the "Limited" role permits viewing access without the ability to make alterations.

> Please beware that using an already registered email account in the system might yield an error, as each user must have a unique email address.

Upon dispatching the invitation, an email will be forwarded to the specified address, marking the invitation's status as "Pending." You can "Delete Invite" or "Resend Invitation Link" through the adjacent icons, particularly if the initial invitation email wasn't received as expected.

Once the recipient receives the email, they should select "Accept & Create Account." This action leads them to the Voila registration page. Here, they can input an account and company name and set a secure password for their account.

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# Credits and Shipment Tracking

In the section labelled "Charge Rates," you'll find a breakdown of the credit costs associated with each API task. It enables you to estimate your monthly credit requirements. For instance, if creating a label consumes one credit under a monthly plan, and you anticipate generating 100 labels within a month, your credit needs will amount to 100 credits solely for label creation.

Moving on to the plan details, you can determine whether you're enrolled in a monthly subscription or utilising the "pay as you go" model. Additionally, you'll have insight into the remaining credits available for the ongoing cycle.

- Pay As You Go: By opting for this choice, you can purchase additional credits whenever you exhaust your current balance or at any time you deem fit. It can be done by simply selecting the "Topup Credits" option.
- Monthly Subscription: If you select the monthly subscription, you'll be charged a fixed fee every month. This will grant you access to a specific allocation of shipments per month.

Furthermore, the "Shipment Tracking" section lets you turn this tracking feature on or off according to your preferences. For more comprehensive information regarding the tracking functionality, please consult the "How to Set up Tracking on Voila" document.

Lastly, the invoice history section lets you review and download your invoice details. To do so, click the download icon adjacent to the relevant invoice entry.

