**1) How can I create a new User in moonstride? What other actions can I perform once the user is created?** Users in your account are created by the moonstride platform team according to your user licensing, and all access rights are set up by the moonstride team. You cannot create users directly yourself; please send a request to the moonstride platform team for any new user accounts.

Once a user has been created, if that user is no longer required, or if you want to replace them with a new user, you can manage this from your platform via **Administrator → User Management → Users**.

* **Deactivate a user:** Click on the ‘Active’ link next to the relevant user to deactivate their account.
* **Edit/Update a user:** Click the ‘Actions’ gear button for the user whose details you wish to edit. This will open a new screen where you can view and update the user’s current information. Make any necessary changes and click ‘Save’. Tick the 'Notify to User' box if you would like to send a confirmation email to the user.

**Please note:** Before creating any user, a relevant user group must be created, so that users can be mapped to the correct group and be assigned the permissions set by the Admin User.

**2) What is a Sell channel? How is it used? Can I manage multiple brands in moonstride and control user access for each brand?** The Sell Channel feature in moonstride allows you to create and manage multiple brands on a single platform. For each sell channel, you can:

* Set up branding specific to that brand.
* Assign different email templates for each brand.
* Use unique document templates for each brand.
* Select the applicable sell channel during an enquiry, quotation, or booking. This enables you to keep bookings separated by brand.

To limit users so they can only see and act on bookings under a specific brand:

* Create a "Team" of users to control which bookings are visible to specific salespeople and managers.
* Share bookings (visibility) with a particular team or user, rather than sharing with everyone.
* The visibility settings ensure that only the chosen users or teams can access the related bookings.

**3) Where can I add terms and conditions for my customers during the payment process?** First, you should add your T&Cs within the platform by going to **Widgets > Widget > Terms & Conditions**. Click "Add" to enter your terms. You can add multiple T&Cs to suit your business needs.

Once your terms are added, go to the relevant booking, and under **Primary details > T&C**, choose the desired set of terms and conditions.

Additionally, you can configure payment T&Cs by navigating to **Administrator → CRM Settings > Booking Configuration > Payment T&C**. From here, you can activate the T&C selection tick box, and the selected terms and conditions will appear to customers during the payment process.

**4) Where do I enter new payment types in moonstride?** You can add new payment types by going to **Widgets > Widget > Payment Type**.

Simply click on "Add", fill in the required details, and click "Save" to create the new payment type.