



Customer Account Approval

USER MANUAL · Version 1.0.0 · PrestaShop 1.7.8 – 9.x

1. What this module does

Customer Account Approval holds every new customer account of your PrestaShop shop until you approve it. Until then the customer cannot log in or order; you see the account in **Customers** → **Account approval** and approve or reject it there or on the customer page. You and the customer get an e-mail at every step, and customers with an address of a trusted company domain are approved as soon as they confirm the address. It suits B2B and wholesale shops, shops for professionals only and any shop that checks who buys.

Works with **PrestaShop 1.7.8, 8.x and 9.x** (PHP 7.2.5 or newer), with the Classic and Hummingbird themes and with multistore.

2. Installation

1. Download `ap_accountapproval_v1.0.0.zip` from **My account** → **Order history** at addonspresta.com.
2. In your Back Office, open **Modules** → **Module Manager** and click **Upload a module**.
3. Drop the zip file and wait for the confirmation.
4. Click **Configure**, check the addresses that receive the notifications and save.

Approval is on right after installation. Customers who already had an account are not affected.

3. How it works

When a visitor creates an account on the storefront — on the registration page, during the checkout, or with another module such as a social login — the account is saved **disabled**. The customer is logged out and sees a page with your message ("Your account is waiting for our approval..."). You receive "New customer account to approve" with the name, e-mail and company, and the customer receives "Your account is waiting for approval".

PrestaShop itself refuses disabled accounts at login, so nobody can order with a waiting account. If the customer tries to log in with the right password, the login page also shows your message.

When you approve the account, the customer is enabled and receives "Your account has been approved" with a link to the login page. When you reject it, the account stays disabled and the

customer receives nothing. A rejected account can be approved later.

If the address belongs to one of your **trusted domains**, the customer receives "Confirm your e-mail address" instead, with a link valid for 7 days. Opening it and clicking **Confirm my e-mail address** proves that the address is theirs and activates the account at once; you get no notification. Without this step anybody could register with an address of a trusted company.

A customer whose account is disabled or rejected while logged in is logged out on the next page.

A guest who ordered without an account and then sets a password (in the checkout or on the guest tracking page) also waits for approval. Guest orders themselves are not changed.

The module does not connect to addonspresta.com or any other server; e-mails leave through your shop's own mail settings.

4. Features and settings

Customers → Account approval

The list shows the accounts handled by the module with the filters **Waiting** (default), **Approved**, **Rejected** and **All**, each with its number. For every account you see the name, e-mail, company, registration date, status ("automatic" for trusted domains), the date and the employee of the decision, and the shop in multistore. **Approve** and **Reject** act at once (rejecting asks for a confirmation); **View customer** opens the customer page.

Customer page

Customers → Customers → View shows the **Account approval** card with the status, the date of the last change and the **Approve / Reject** buttons.

Enabling a customer elsewhere

If you enable a waiting customer with PrestaShop's own **Enabled** switch (customer list or customer form), the module records the approval and sends the "approved" e-mail, as if you had clicked **Approve**.

Settings (Modules → Module Manager → Configure)

The page starts with the Help box (this manual, the module page, contact, version), a warning when guest checkout is on, and the number of waiting accounts with a button to the list.

- **Require approval of new accounts** — switch it off to let new accounts log in at once again; accounts already waiting stay as they are.
- **Notify these addresses** — up to 10 addresses separated by commas. Empty: the shop e-mail from **Shop Parameters → Contact**.
- **Trusted e-mail domains** — one domain per line, for example `yourcompany.com` (subdomains are not included, up to 100 domains). A customer with an address in these domains gets an e-mail with a confirmation link instead of waiting for you; opening it approves the account (shown as "automatic" in the list).

- **E-mail the customer when the account waits** and **E-mail the customer when the account is approved** — both on by default.
- **Message after registration** — per language, up to 500 characters; shown after the registration and at a login attempt of a waiting customer.

Who can approve

SuperAdmins, and employees whose profile has the **Edit** right on the **Account approval** tab (under Customers) in **Advanced Parameters** → **Team** → **Permissions**. **View** on the tab shows the list without the buttons. The card on the customer page also needs the **View** right on the module (the **Modules** part of the same page). An employee can decide only on customers of the shops they manage.

5. Multistore

Settings are saved per shop: choose the shop in the Back Office header before saving. A shop can require approval while another does not, and each shop can have its own addresses, domains and message. The list shows the accounts of the shops selected in the header that the employee manages. E-mails use the customer's shop. One licence covers every shop of the installation.

6. Uninstall

Module Manager → **Customer Account Approval** → **Uninstall** removes the tab, the list of accounts and the settings. Accounts that were still waiting stay disabled — enable them in **Customers** → **Customers** if you want to let them in. To pause the module without losing anything, switch off **Require approval of new accounts** or use **Disable**.

7. FAQ and troubleshooting

Customers can still order without an account. That is guest checkout. Switch it off in **Shop Parameters** → **Order settings** if every buyer must be approved.

The customer received two e-mails after registering. PrestaShop sends its own welcome e-mail. Switch it off in **Shop Parameters** → **Customers** → **Send an email after registration**.

I do not receive the notifications. Check the addresses in the settings and that your shop sends e-mails (**Advanced Parameters** → **E-mail** → **Send a test e-mail**).

I do not see the Approve button. Your profile needs the **Edit** right on the **Account approval** tab, and the shop of the customer must be one you manage. Ask a SuperAdmin to check **Advanced Parameters** → **Team** → **Permissions**.

Bots register accounts on my shop. Every registration sends e-mails. Protect the registration form with a captcha, for example our Invisible reCAPTCHA v3 module.

Can I change the texts of the e-mails? Yes: copy `mails/<language>/` of the module to `themes/<your theme>/modules/ap_accountapproval/mails/<language>/` and edit the copies; they survive updates.

8. Updates and support

Updates are free for life: download new versions from **My account** → **Order history** at addonspresta.com and upload them like a new module. Your settings and the list of accounts are kept.

Support is included for 12 months from your order: write to mail@addonspresta.com or use the contact form at addonspresta.com (Monday to Friday, 10:00–16:00 CET; we usually answer within 2 business days). Please include your PrestaShop version, the module version and the steps that lead to the problem.