



Login as Customer

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

1. What this module does

Login as Customer lets you log in to your shop as any customer straight from the Back Office. You see their cart, orders, addresses, customer group prices and discounts exactly as they do — useful when a customer reports a problem, asks about a price or needs help with an order. One click opens the storefront in a new tab, logged in as the customer; your Back Office session stays open.

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. On the module page at addonspresta.com click **Free download** (no account needed).
2. In your Back Office, open **Modules** → **Module Manager** and click **Upload a module**.
3. Drop the `ap_loginas_v1.0.0.zip` file and wait for the confirmation.

There is nothing to configure.

3. How it works

When you click **Log in as customer**, the module checks that you may edit customers and that the account can be used (it exists, is not deleted and is not a guest checkout). It then creates a one-time link that works for one minute and only in the customer's own shop, and opens it. The storefront logs you in as the customer and shows **My account**. A link that was already used, has expired or comes from another shop shows the message "This login link is invalid or has expired" on the home page.

Your Back Office session is not touched: the customer is logged in only on the storefront of that browser. If the browser was logged in as another customer, that customer is logged out first. Every login is written to **Advanced Parameters** → **Logs** with your employee account and the customer.

The module does not connect to addonspresta.com or any other server.

4. Features and settings

Customer page

Open **Customers** → **Customers** and view a customer. The **Log in as customer** card with a button is shown next to the customer's details.

Customer list

In **Customers** → **Customers**, open the menu at the end of a row and choose **Log in as customer**. On PrestaShop 8 and 9 the storefront opens in a new tab; on PrestaShop 1.7.8 the list cannot open a new tab, so it opens in the same tab — use the button on the customer page to keep the list open.

Who can use it

SuperAdmins, and employees whose profile has the **Edit** right on **Customers** and the **View** right on this module (both in **Advanced Parameters** → **Team** → **Permissions**, the second in the **Modules** part). Other employees see neither the card nor the list action.

Configuration page

Modules → **Module Manager** → **Login as Customer** → **Configure** shows the Help box (this manual, the module page, contact, version) and a short description. There are no settings.

5. Multistore

The link opens the shop the customer belongs to and works only there, so you always see the prices, carriers and content of the customer's own shop. The module works the same for every shop; there is nothing to set per shop. One licence covers every shop of the installation.

6. Uninstall

Module Manager → **Login as Customer** → **Uninstall** removes the module's table of links and its hook. Logins already written to **Advanced Parameters** → **Logs** stay there.

7. FAQ and troubleshooting

I do not see the button. Your profile needs the **Edit** right on **Customers** and the **View** right on Login as Customer. Ask a SuperAdmin to check **Advanced Parameters** → **Team** → **Permissions**.

The storefront says the link is invalid or has expired. Each link works once and for one minute. Click the button again in the Back Office.

I cannot log in as a customer who ordered without an account. Guest checkouts have no account to log in to. Convert the guest to a customer first (PrestaShop offers it on the customer page), then log in.

Do I have to log out after checking the customer's account? Yes, log out on the storefront when you are done (**Sign out**), especially on a shared computer. Your Back Office session is not affected either way.

8. Updates and support

Updates are free: download new versions from the module page at addonspresta.com and upload them like a new module. The module's code passes our AI-assisted security audit.

This free module comes under the same licence as our paid modules (one shop with any number of multistore shops, code you may modify but not share) and **without technical support**. If you need help with installation or configuration, we can offer it as a paid service. Report security issues to **mail@addonspresta.com** — we fix them as a priority.