

# Adding a Sub Account in ICOMS Article no. 5408

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## Introduction

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Customers **MUST** have an ICOMS Sub Account created in order to view VOD.

When a sub account does not exist, a message appears on the BOLT VOD Tab:

**Access ICOMS and create Sub Account (SB)**

## Resolution Steps

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1. **ICOMS Sub Account (SB) screen.**
2. If there is **no name** in the **Name field**
  - Click **Add** on the left sidebar and press **Enter**
3. The Sub Account is created.

Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=391>