Adding a Sub Account in ICOMS Article no. 5408

Introduction

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

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=419