# Create an account using the Create Account page

Returning to the Web Portal main menu, selecting *Create Account* from the **Accounts** menu option is the second way to create a new account. The first way is to use the New Account Wizard.

Just as we did for the New Account Wizard, let’s walk through each of the three possible scenarios for creating an account: Create a new account for a *new* customer, which will always be a parent account; create a new parent account for an *existing* customer; and create a new sub-account for an *existing* account. Again, if any of these terms are not familiar to you, please see our related video in this series entitled*, Overview of the Web Portal.*

Also note that, in the following discussion, we will not repeat the detailed explanations of the fields that are displayed when creating a new account, since we have already explained those fields in the video that discussed creating an account using the New Account Wizard.

Having said that, let’s walk through the three scenarios. The first scenario is to create a new account for a new customer. To do this, in the *Customer Information* section of this page, select *new customer* in the *New Customer?* field. Next, if you have multiple brands, select the brand you want to use with this customer.

In the *Contact Information* section of this page, enter the contact information for this new customer in the appropriate fields, overwriting any default information that needs to be changed, and select the time zone to be used with this customer.

In the *Account Information* section of this page, select the service plan this account will have, select “(none)” as the referring partner, create the login credentials for the account, and enter information into the other fields on this page in the same way that you did when using the New Account Wizard.

When you are finished, click **Create Account**. The new account is created, and the *Operation Results* page is displayed with the account number and login credentials for the new account.

For our next scenario, to create a new parent account for an *existing* customer, choose *existing customer* from the *Create Account* page and then select the existing customer for whom you want to create the new account. The contact information that was previously created for this customer is displayed by default. If someone else will be responsible for this account, select *New Contact* in the *New Contact?* field and enter the new information. Otherwise, just keep the existing information as is.

In the Account Information section at the bottom, notice that the *Service Plan* field is replaced by the *Parent Account ID* field. Since this is a new *parent* account for an *existing* customer, select *(none)* in the *Parent Account ID* field and select the service plan you want this parent account to have in the *Service Plan* field. Enter information into the rest of the fields as previously described and click **Create Account** to create the new parent account for this existing customer.

For our third scenario, to create a new *sub-account* for an existing customer, select *Existing Customer* on the *Create Account* page and select the existing customer for whom you want to create the new sub-account. Leave or change the contact information as previously explained. Then click the drop-down list in the *Parent Account ID* field and select the parent ID for this sub-account.

After you select the Parent ID for this new sub-account, notice that the *Service Plan* and *Referring Partner* fields are removed from the page. This is because sub-accounts always have the same service plan as their parent account.

Complete the rest of the fields as previously explained and click **Create Account**. A new sub-account is created under the parent account you selected.