

— JAMEEL — SQUARE

COMPANY MANAGER GUIDE

Add and remove employees

Keep your company's list of people up to date on jameel-square.getray.com: add new joiners, remove people who have left, and follow each change until it's done. You need a company manager account.

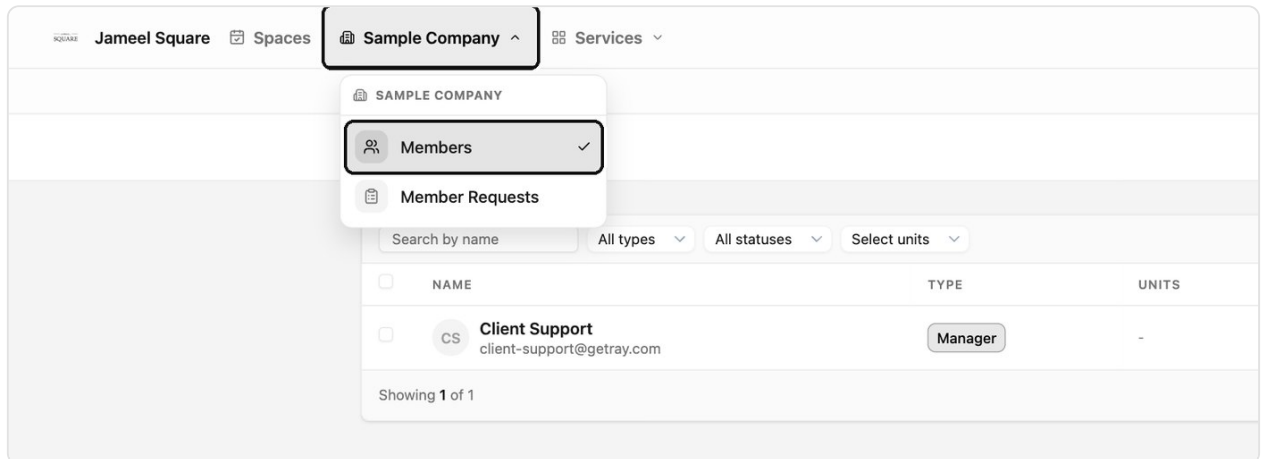
- START HERE Open your company's member list
- PART 1 Add an employee
- PART 2 Remove an employee
- ALTERNATIVE Pause access instead of removing
- PART 3 Follow your requests

START HERE

Open your company's member list

1 Go to Members

Sign in at **jameel-square.getray.com** with your company manager account. In the top bar, point to **your company's name** and choose **Members**. The list shows everyone in your company, with their type, units and status.

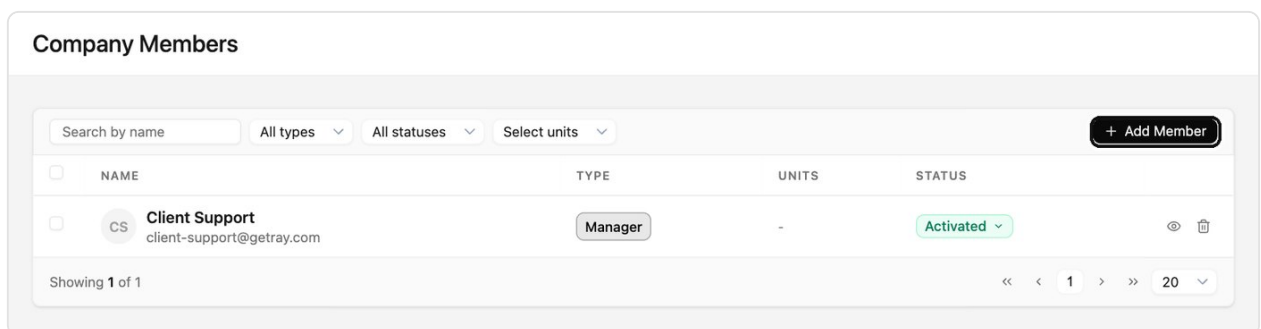


PART 1

Add an employee

2 Click Add Member

On the **Company Members** page, click **Add Member** in the top-right corner of the list.



3

Enter their details

Fill in the employee's **First Name**, **Last Name** and **Email**. These are required. The phone number is optional. Use the email they'll sign in with, because their access is sent there.

If the email isn't on your company's email domain, a warning appears. You can still add the person.

Add Member
×

This user will become company-managed ⓘ

First Name*

Last Name*

Email*

Phone Number

Type*

Member

Unit

Cancel
Save

4

Choose their type

Leave **Type** on **Member** for a regular employee. Choose **Manager** only for someone who should also manage your company's employees, like you do. If they work from a specific unit, pick it under **Unit**.

Type*

Member

Member
Manager

5

Save

Click **Save**. A **Request created** message confirms it, with a **View Request** link. Once the request shows **Completed**, the employee appears in your member list and receives an email to set up their account.

PART 2

Remove an employee

6

Click the bin icon

Find the employee in the member list (use **Search by name** if the list is long) and click the **bin icon** at the end of their row.

Company Members

All types ▾
All statuses ▾
Select units ▾
+ Add Member

☐	NAME	TYPE	UNITS	STATUS	
☐	CS Client Support client-support@getray.com	Manager	-	Activated ▾	

Showing 1 of 1
<< < 1 > >>
20 ▾

7

...or open their profile

You can also click the employee's name to open their profile, then click **Remove**.

Client Support

Manager

Active

PROFILE

Deactivate

Remove

Email

client-support@getray.com

Phone

-

Role

Manager

Status

Active

Created On

29/09/2026

UNITS

Select unit ▾

Assign

No units assigned

8

Confirm

Check the name in the **Remove member?** message and click **Remove**. The employee loses access to your company's workspace and to the app. This can't be undone: to bring them back, add them again.

Removing someone is permanent. To only pause their access, deactivate them instead.



Remove member?

Client Support will immediately lose access to the company workspace.

Cancel

Remove

ALTERNATIVE

Pause access instead of removing

9

Deactivate from the list

Someone on leave, or leaving soon? Click their **Activated** status in the list and choose **Deactivate**. A deactivated employee can't use the app, but stays in your list.

Company Members

All types ▾
All statuses ▾
Select units ▾

+ Add Member

	NAME	TYPE	UNITS	STATUS	
☐	CS Client Support client-support@getray.com	Manager	-	Activated ▾	

Showing 1 of 1

<< < 1 > >> 20 ▾

10

...or from their profile

The profile has the same **Deactivate** button. To give access back later, use **Activate** in the same place.

Client Support

Manager

Active

PROFILE

Deactivate

Remove

Email	client-support@getray.com
Phone	-
Role	Manager
Status	Active
Created On	29/09/2026

UNITS

Select unit

Assign

No units assigned

PART 3

Follow your requests

11

Open Member Requests

Every add, remove, activate or deactivate becomes a request. To follow them, point to your company's name in the top bar and choose **Member Requests**. Click a request to see its details. While a request is still **Pending**, you can cancel it.

Company Member Requests

All types

All statuses

REQUEST TYPE	MEMBER	REQUESTED BY	REQUESTED ON	STATUS
No Records				

<<

<

>

>>

20

PART 3

What each request status means

Pending	Waiting to be processed. You can still cancel it.
Approved	Accepted and about to be applied.
Completed	Done. The change is live in your member list.
Declined	Not accepted. Open the request to see the decline reason.
Failed	Something went wrong. Try again or contact building management.
Canceled	You canceled it before it was processed.

GOOD TO KNOW

Tips

Don't see Add Member, the bin icon or the status menu?

Building management decides which of these actions company managers can use. Contact them to make the change for you.

One person, one company

Everyone you add becomes *company-managed*: their account belongs to your company only. If your company is deactivated, its employees can't sign in either.

Units

To give several people the same unit at once, tick them in the list and click **Assign to unit**. You can also add or remove units on each employee's profile.