Mobiliis Reseller Guide

Mobiliis user manual

Edition: November 2026

The latest edition is at https://www.mobiliis.com/guides/reseller/

Introduction

This guide is for **resellers**: businesses that bring security companies and private individuals to Mobiliis, look after their accounts on the admin website, and earn commission when those accounts pay their Mobiliis invoices.

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1. What a reseller does

As a reseller you can:

- see the list of your own companies and their details;
- open a company and work in it as its company admin would, apart from its billing and admin logins (section 6);
- follow your commission, send Mobiliis an invoice for it and see when it is paid.

New companies are added by Mobiliis: a company signs up on www.mobiliis.com in the usual way (you can encourage it to), then Mobiliis links it to you. To have a company suspended, contact Mobiliis.

You only ever see your own companies. A company can be a security company or a Private account (a private individual who employs their own guards).

2. Your login

Mobiliis creates your reseller login for you. You do not sign up yourself.

As soon as your login is made, Mobiliis sends you the email "Welcome to Mobiliis!". Your email address is already confirmed, so you can sign in to the Mobiliis admin website straight away.

Mobiliis tells you your first password. Please change it the first time you sign in: click your name at the top right, then **My details**.

If you have questions, just reply to that email, or write to admin@mobiliis.com.

3. Signing in and the SMS code

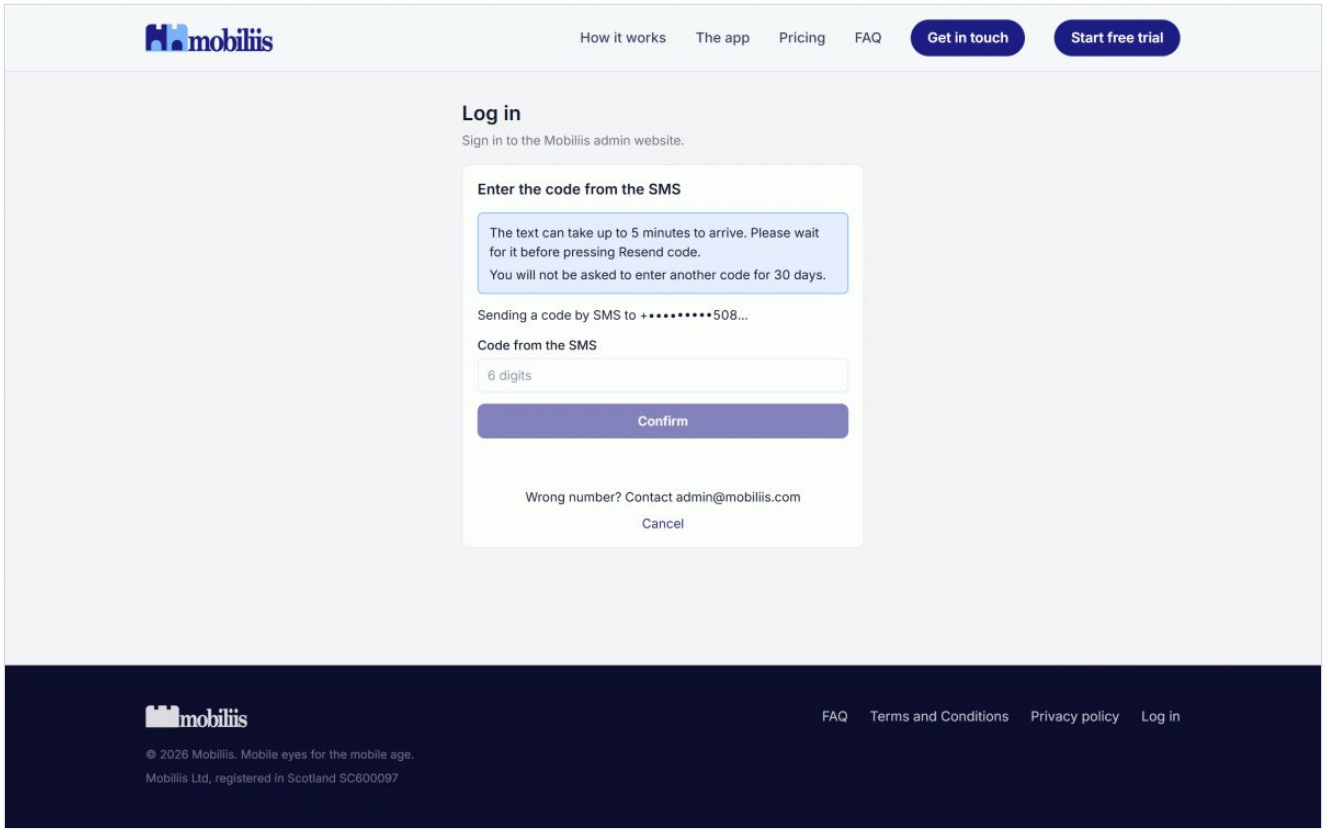
1. On the admin website, type your email and password and press **Log in**.
2. On a new browser, Mobiliis asks for a code: type the code it sends to your mobile by SMS ("Please type the code we have sent by SMS.").

About the code:

- The text can take up to 5 minutes to arrive. Please wait for it before pressing **Resend code**.
- A code is only good for 15 minutes, and after 5 wrong tries you have to start again. After too many tries you see "Too many tries. Please wait an hour and try again."
- Once you have entered a code, that browser is remembered: "You will not be asked to enter another code for 30 days."
- If you change your password or your phone number, every browser asks for a code again.
- If the code goes to the wrong number: "Wrong number? Contact admin@mobiliis.com". If your account has no usable phone number, you are asked to contact admin@mobiliis.com too.

You cannot sign in while Mobiliis has switched off your reseller login. You then see "Your company account is currently suspended, try again later". Your companies carry on working as usual.

After signing in you see your **Companies** list.

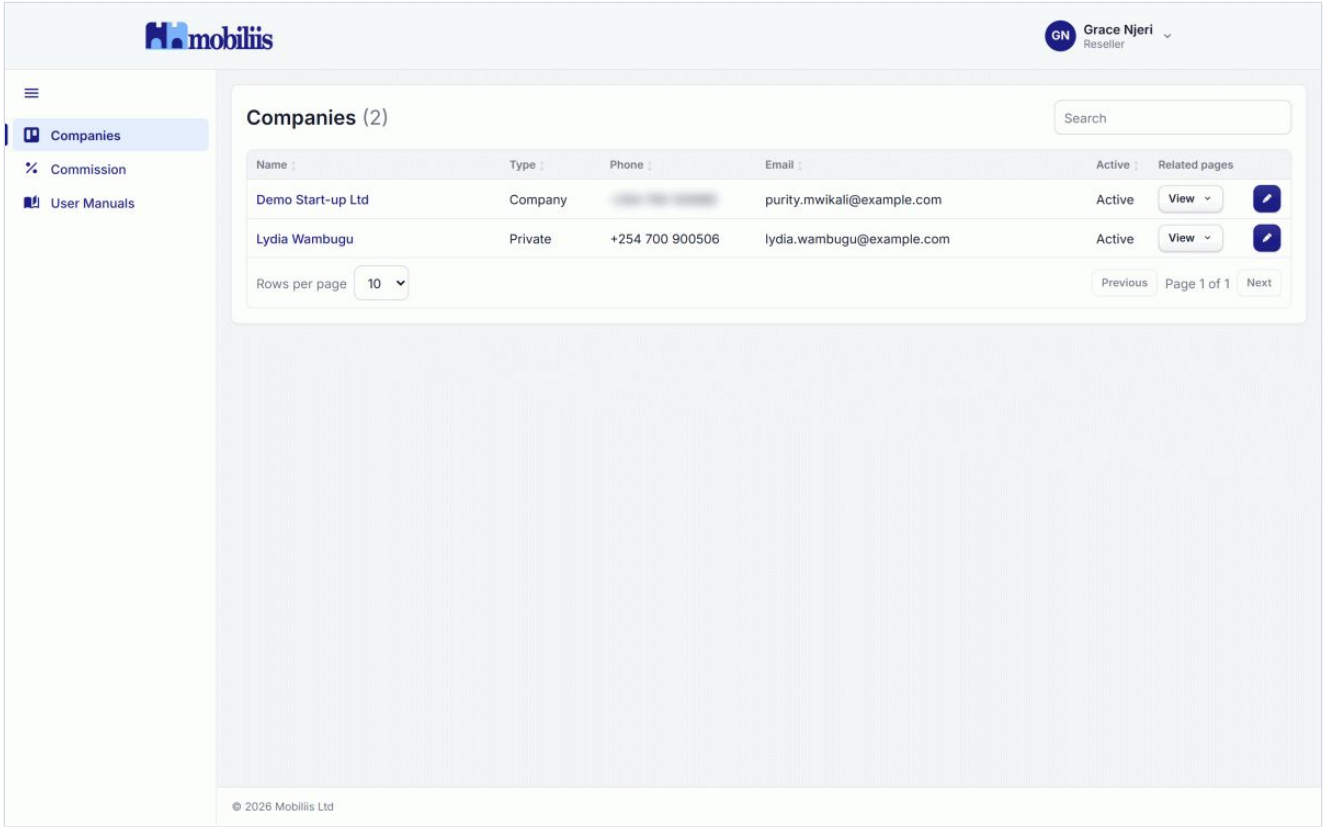


The SMS code page for a reseller

4. Finding your way around

- **Side menu: Companies**, **Commission** and **User Manuals**.
- **Top bar:** your name with "Reseller" under it. Click it for **My details** and **Sign out**.
- **User Manuals** (side menu): these guides, with this Reseller Guide first.

Once you open a company, its name appears in the side menu as a heading, with **Districts**, **District managers**, **Supervisors**, **Clients**, **Guards** and **Account** under it (section 6).



The Companies list with the reseller's side menu

5. Your companies

In the side menu, click **Companies**. The list shows only your own companies, with their **Name**, **Type** ("Company" or "Private"), **Phone**, **Email**, **Active** and **Related pages**. Use **Search** to find a company by any of these.

Suspended companies

The **Active** column shows whether the company can use Mobiliis. Only Mobiliis can suspend or reinstate a company: contact admin@mobiliis.com. A suspended company's name cannot be opened.

Related pages

In the **Related pages** column, press **View** to go straight to the company's **Dashboard**, **Districts**, **Guards**, **Supervisors**, **Clients** or **Billing**.

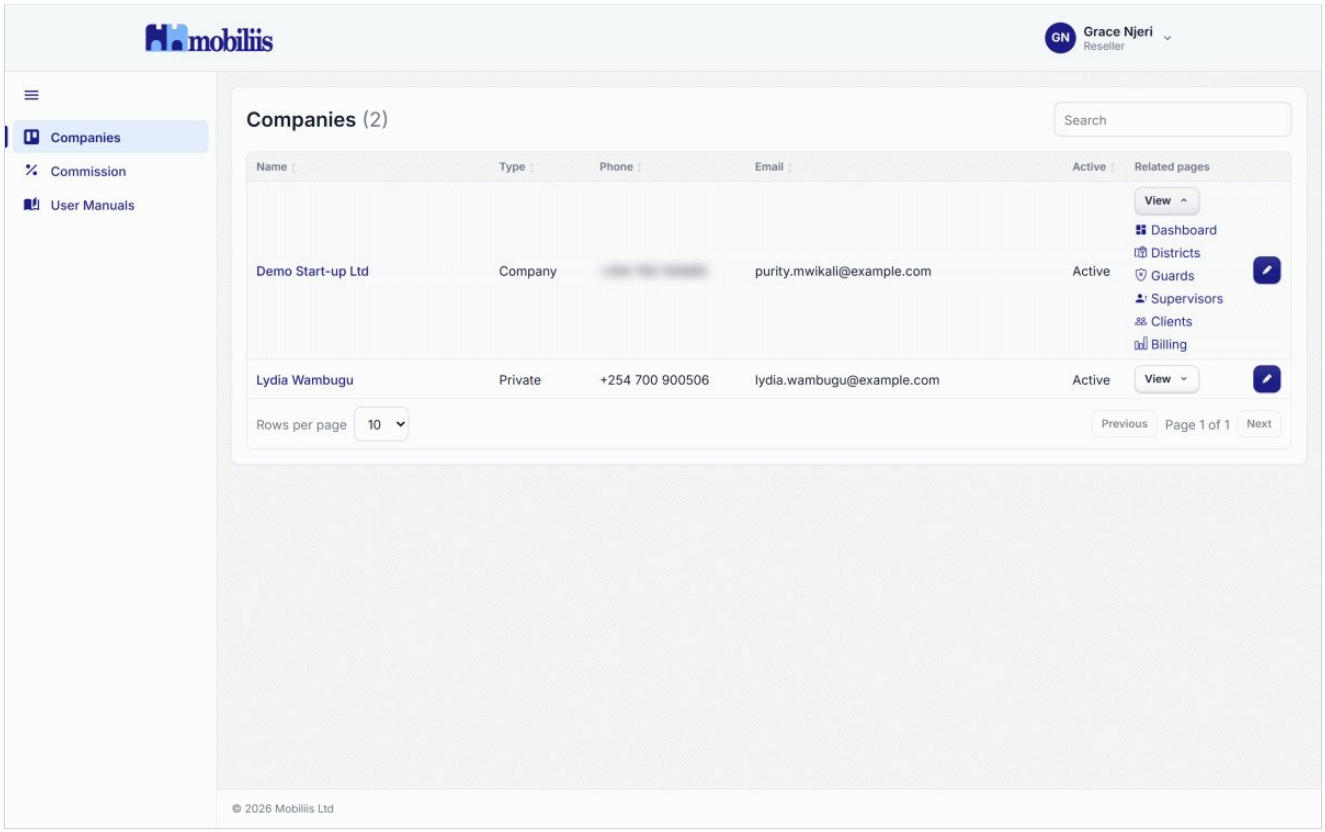
Billing opens the company's Account page on its Billing tab, where you see "Billing is shown to the company admin and to Mobiliis only." (section 6).

Editing and deleting a company

- **Edit company** changes its details.
- **Delete company:** only Mobiliis can delete a company ("Only the super admin can delete a company"). Ask Mobiliis at admin@mobiliis.com.

Adding a company

Only Mobiliis can add a company. Encourage the company to sign up on www.mobiliis.com, then write to admin@mobiliis.com so that Mobiliis links it to you.



The Related pages menu with View open

6. Working inside a company

Click a company's name to open it. Its page shows the company name, the contact's first and last name, country, phone, email, **Active** ("Yes" or "No (suspended)"), its Terms and Conditions and free trial, and **Edit**.

The side menu now shows the company's **Districts**, **District managers**, **Supervisors**, **Clients**, **Guards** and **Account**. To open its dashboard, press **View** in the **Related pages** column of your Companies list, then **Dashboard**. For a Private account the menu shows **Guards**, **My locations**, **Duties** and **Account**.

Inside your own companies you can work as the company admin does. The Company Admin Guide explains each page. For example, you can:

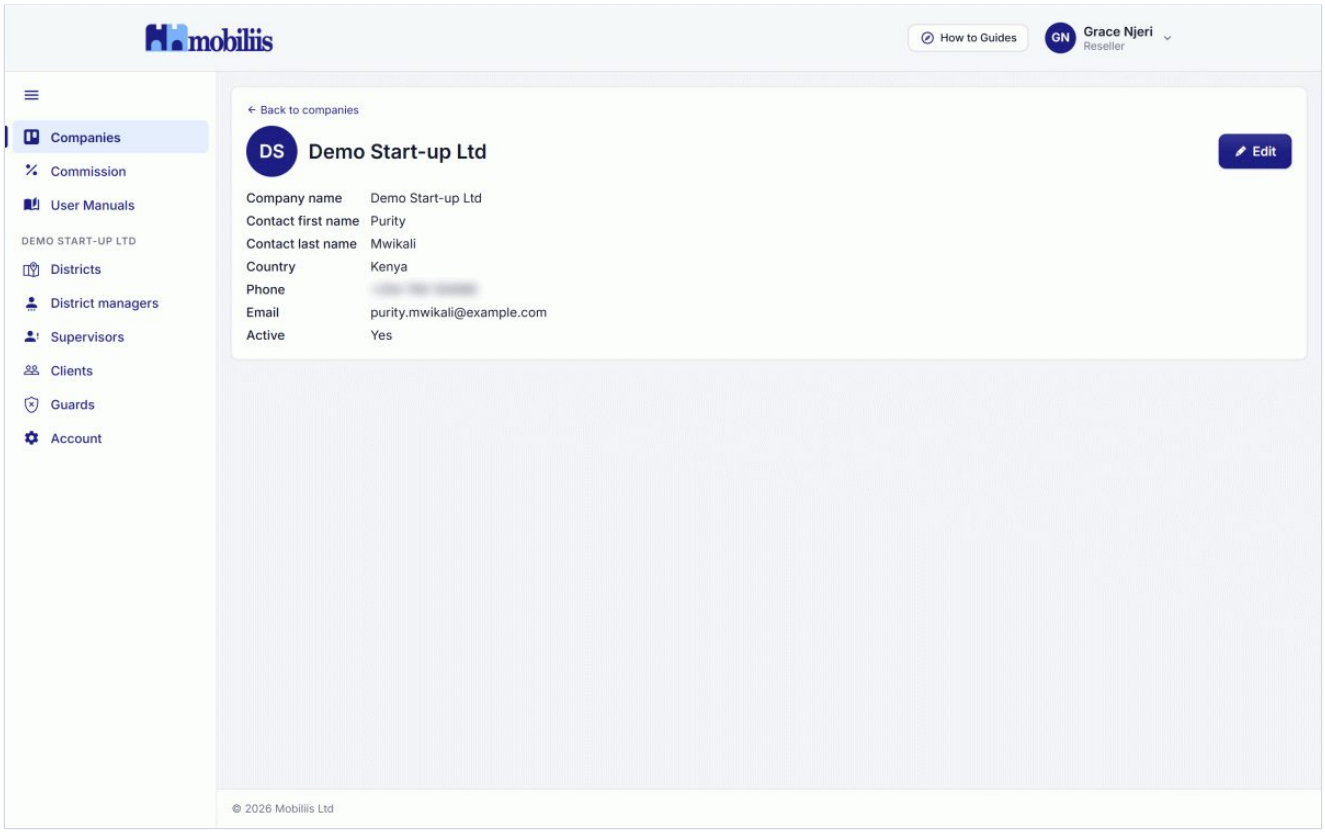
- add, change and delete district managers;
- suspend and reinstate district managers;
- move guards, clients and supervisors from one district manager to another.

Once a company is open, **How to Guides** in the top bar offers the company admin's guides.

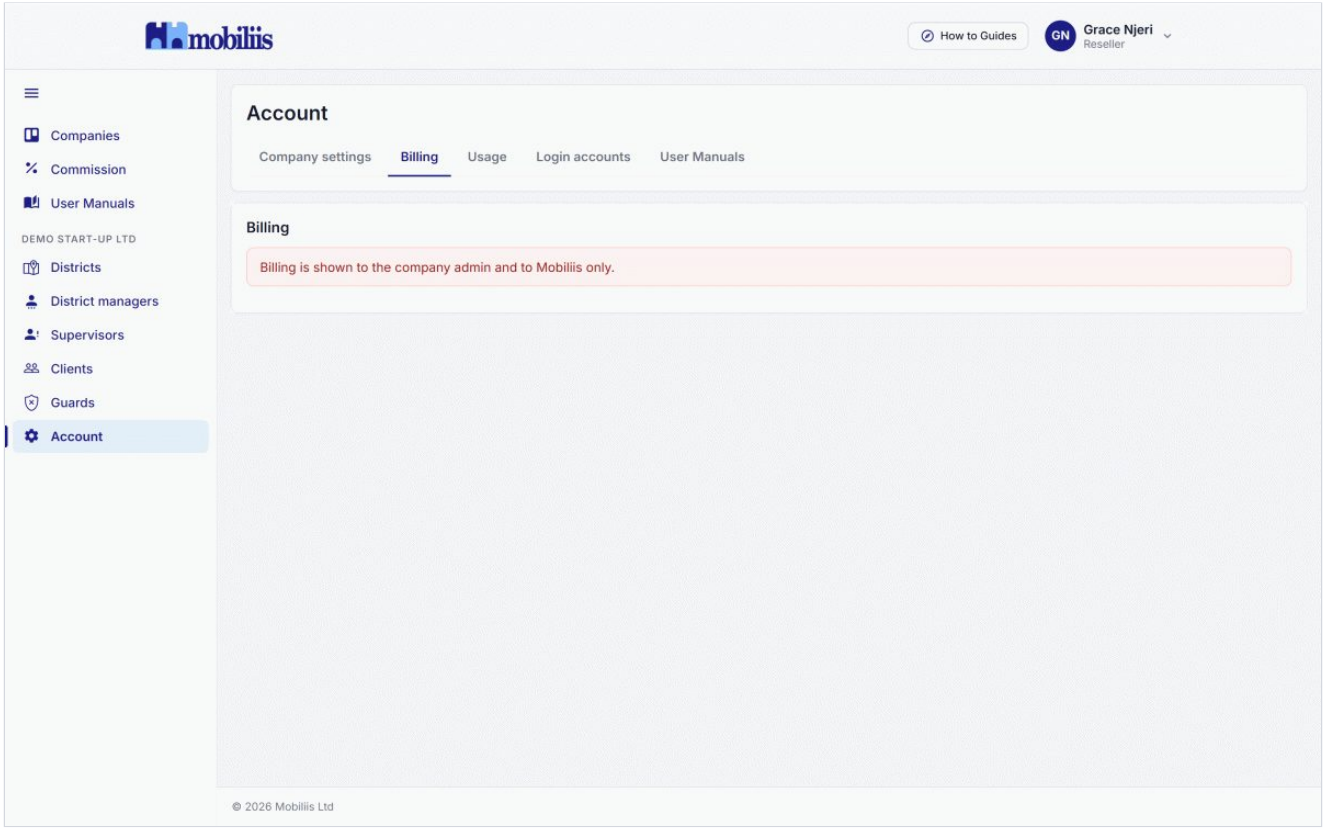
What you cannot do:

- **Billing and Usage:** you see "Billing is shown to the company admin and to Mobiliis only." and "Usage is shown to the account admin and to Mobiliis only."
- **Login accounts:** "Only the account admin can see the login accounts."
- **Mobiliis Managers:** only the company admin, or Mobiliis, can make a district manager a Mobiliis Manager.
- **Another reseller's companies:** you see "Forbidden: this record belongs to another company".

The company's **Account** page has the tabs **Company settings**, **Billing**, **Usage**, **Login accounts** and **User Manuals**. Under **User Manuals** you find the guides in the company admin's order.



A company opened, with its menu under the company name and its page



The company's Account page, Billing tab, "Billing is shown to the company admin and to Mobiliis only."

7. Your commission

How it is worked out

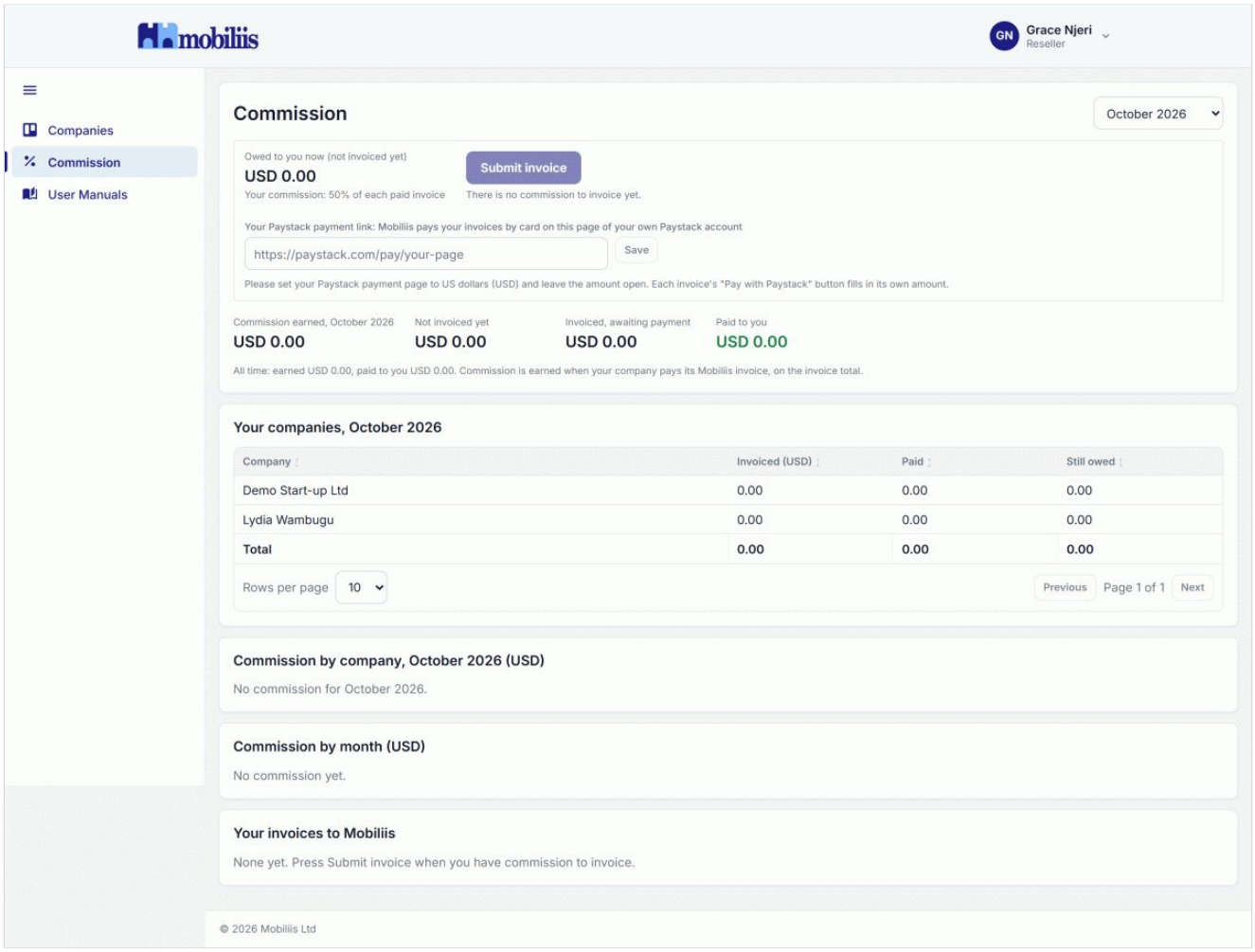
- You earn commission when one of your companies pays a Mobiliis invoice. It is worked out once for each paid invoice, on the invoice total. Stripe's card fee is not taken off.
- Your rate is shown on the Commission page: "Your commission: % of each paid invoice".
- Void and waived invoices earn nothing.
- Private accounts earn you commission in the same way as companies.
- Everything is in US dollars (USD).
- If Mobiliis moves a company to another reseller, the commission you have already earned on it stays with you. From then on, the new reseller earns on that company's paid invoices.

The Commission page

In the side menu, click **Commission**. At the top, choose the period: a month, " so far", or "All time".

The page shows:

- "Owed to you now (not invoiced yet)" and your rate;
- "Commission earned", "Not invoiced yet", "Invoiced, awaiting payment" and "Paid to you" for the chosen period;
- a line for all time: what you have earned and what has been paid to you;
- **Your companies:** for each company, what Mobiliis invoiced it, what it has paid and what it still owes, with a **Total** line;
- **Commission by company** and **Commission by month:** earned, not invoiced yet, awaiting payment and paid;
- **Your invoices to Mobiliis** (see below).



The Commission page with its figures and "Your commission: ...% of each paid invoice"

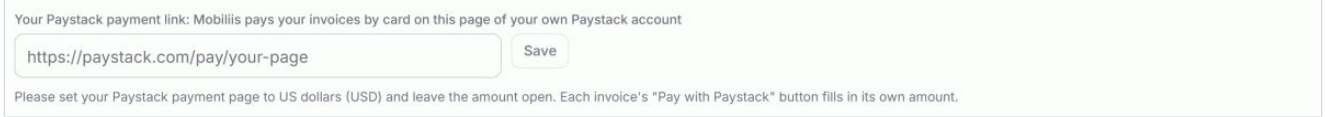
Your Paystack payment link

Mobiliis pays your commission invoices by card on a payment page of your own Paystack account. Before you can send your first invoice:

1. In **Your Paystack payment link**, type the address of your Paystack payment page, for example https://paystack.com/pay/your-page.
2. Press **Save**. You see "Your Paystack payment link is saved."

Please set your Paystack payment page to US dollars (USD) and leave the amount open. Each invoice's **Pay with Paystack** button fills in its own amount.

The link must start with https:// and be a Paystack link. If not, you see for example "This is not a Paystack link. It should look like https://paystack.com/pay/your-page".



The Paystack link box with the USD note

Sending Mobiliis an invoice

1. On the Commission page, press **Submit invoice**.
2. Mobiliis asks: "Send Mobiliis an invoice for USD x of commission? An invoice cannot be changed once it is sent." Confirm.
3. You see "Invoice for USD x has been sent to Mobiliis. You will get an email when it is paid."

Good to know:

- One invoice covers all the commission not invoiced yet, with one line for each company and month.
- Your invoices are numbered RES--0001, RES--0002 and so on, and are addressed to Mobiliis.
- The due date is 14 days after the invoice date.
- **Submit invoice** is greyed out when "There is no commission to invoice yet." or until you have saved your Paystack link ("Please enter and save your Paystack payment link first.").

Your invoices to Mobiliis

The table **Your invoices to Mobiliis** lists each invoice with its date, due date, amount and status: "Awaiting payment" or "Paid ". Press **Download PDF** to get the invoice.

Before your first one it says "None yet. Press Submit invoice when you have commission to invoice."

The PDF is headed "COMMISSION INVOICE". It shows your business as "From", Mobiliis as "Bill to", and one line for each company and month ("Commission: , "), with what was paid to Mobiliis, the rate and your commission. While unpaid, it explains how Mobiliis pays it, with a **Pay with Paystack** button. Once paid, it is stamped "PAID".

Being paid

Mobiliis receives your invoice by email, with the PDF, and pays it on your Paystack payment page. Once the payment is recorded:

- the invoice shows "Paid " on your Commission page (with " (from FreeAgent)" when it was recorded through Mobiliis's bookkeeping);
- you get the email "Your Mobiliis commission invoice has been paid (USD x)".

You do not need to do anything else. If you have a question about a payment, just reply to that email.

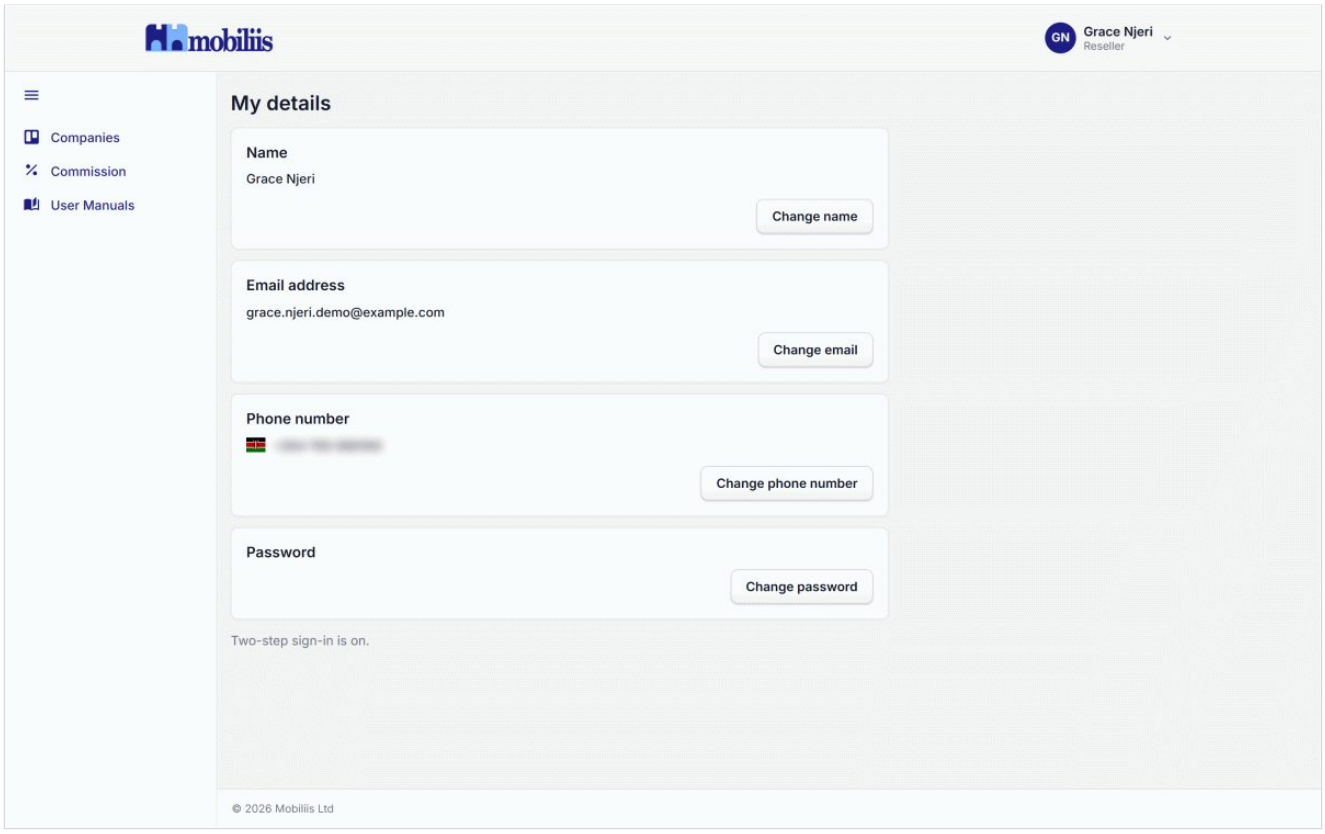
8. Your details

Mobiliis keeps your reseller details: your first and last name, your business's name, country, email and phone.

Click your name at the top right, then **My details**, to change:

- your **name** (**Change name**; the last name cannot be left blank);
- your **email address** (**Change email**: type your current password; the change happens only when you click the link Mobiliis sends to the new address);
- your **phone number** (**Change phone number**: confirmed with an SMS code sent to the new number);
- your **password** (**Change password**).

Your business's name is not on My details. To change it, ask Mobiliis.



The reseller's My details page

9. Support and Common Questions

Support tickets and Common Questions are for company admins, district managers and Private accounts, not for resellers. For help, write to **admin@mobiliis.com**, or reply to any email Mobiliis has sent you.

10. Signing out

Click your name at the top right, then **Sign out**.