

# KiwiCloud Migration

iMinKit Device Management Transition to KiwiCloud UEM Platform

## APPENDIX 1 – ACCOUNT TYPES & TERMINOLOGY

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## ABOUT THIS DOCUMENT

This Appendix is a companion document to the KiwiCloud Migration Playbook. It defines all account types and terminology frameworks referenced throughout the migration documentation and describes the post-migration authorization model. It is distributed to customers together with the Migration Playbook and related materials.

## OVERVIEW

This Appendix defines all account types and terminology frameworks referenced in the KiwiCloud Migration documentation. Understanding the distinctions between these account types is important for correctly interpreting the migration process, platform accessibility, and account management actions described throughout the Migration Playbook and related documents.

Account terminology in the context of iMinKit and KiwiCloud migration is organized into three terminology frameworks, each serving a different purpose:

- By Hierarchy (Section 1) – describes the multi-level parent–child relationship between accounts (Main Account / Sub-account).
- By Platform (Section 2) – describes an account's accessibility to and functionality on the iMinKit and/or KiwiCloud platform.
- By Authorization (Section 3) – describes the roles, access rights, and operational scopes of accounts and users.

The same physical account may be described using different terminologies depending on which framework is being applied; such cross-connections are noted within the relevant account definitions. Section 4 describes the post-migration authorization model.

### 1. BY HIERARCHY

This terminology framework focuses on explaining the multi-level hierarchical relationship between accounts. Both the iMinKit platform and the KiwiCloud platform support a 5-level account structure. Each platform has its own internal root node – iMin Technology on the iMinKit platform, and KiwiCloud on the KiwiCloud platform – at the top of its hierarchy. These root nodes exist as a technical requirement (every hierarchy must have a root) and are not visible in the customer-facing interface; customers interact with the hierarchy starting from the Main Account level downward.

The Main Account is the level-1 account, created directly under each platform's root node. Sub-accounts are created as level-2 under level-1, level-3 under level-2, and so on until level-5 under level-4.

These terminologies, Main Account and Sub-account, were widely used in emails, instant messages, and verbal communications before KiwiCloud platform and migration activities were formally introduced to customers and iMin Technology. To avoid ambiguity, it is recommended to prefix such terms with the platform name, as defined below.

## 1.1. iMinKit Main Account

**The level-1 account on the iMinKit platform**, created directly under the iMinKit platform's root node (iMin Technology). The iMinKit Main Account is the foundational account from which the customer's iMinKit account hierarchy branches and is the parent of all iMinKit Sub-accounts below it.

The iMinKit Main Account created together with level-1 organization is always granted Super Admin (Cooperative) authorization by default.

In most contexts the iMinKit Main Account is the same account as the customer's **iMinKit Official Account** (see Section 2).

## 1.2. KiwiCloud Main Account

**The level-1 account on the KiwiCloud platform**, created directly under the KiwiCloud platform's root node (KiwiCloud). The KiwiCloud Main Account is the foundational account from which the customer's KiwiCloud account hierarchy branches and is the parent of all KiwiCloud Sub-accounts below it. After official migration, a customer's KiwiCloud Main Account is the same account as their **KiwiCloud Migrated Account** (see Section 2), inheriting the same email credentials and the same level-1 position previously held by the iMinKit Main Account.

## 1.3. iMinKit Sub-account

An account at **level-2 through level-5** on the iMinKit platform, created by the customer under another iMinKit Main Account. iMinKit Sub-accounts are typically created for the customer's partners or sub-organizations and are used primarily for device ownership management operations such as device transfer and allocation between the customer and their partners.

The iMinKit Sub-accounts created together with level-2 through level-5 organization are granted Super Admin (Cooperative) or Super Admin (Controlled) authorization by the super administrator who holds the iMinKit Main Account.

All iMinKit Sub-accounts are migrated together with the iMinKit Main Account during the Official Migration Auto-Task, ensuring that the entire account structure and organizational hierarchy is fully transitioned from iMinKit to the KiwiCloud platform.

After migration, an iMinKit Sub-account that holds the **Super Admin** role for a sub-organization (Cooperative or Controllable sub-type) is automatically synchronized to the KiwiCloud platform as a KiwiCloud Sub-account with the corresponding KiwiCloud Super Admin role. iMinKit User Accounts within the sub-organization are also synchronized to the KiwiCloud platform as physical account entities, but without any roles or access permissions — the corresponding KiwiCloud Super Admin must assign roles and access permissions to these accounts on the KiwiCloud platform before they can access it.

Refer to Section 4 — **Post-Migration Authorization Model** for details.

## 1.4. KiwiCloud Sub-account

An account at **level-2 through level-5** on the KiwiCloud platform, created under another KiwiCloud account. KiwiCloud Sub-accounts may originate in three ways:

- **Migrated from iMinKit at official migration** — every iMinKit Sub-account becomes a KiwiCloud Sub-account at the corresponding level after the Official Migration Auto-Task, preserving the customer's existing organizational hierarchy.
- **Created on iMinKit post-migration** — after official migration, a newly created iMinKit Sub-account is automatically synchronized to the KiwiCloud platform as a corresponding KiwiCloud Sub-account. The customer's iMinKit hierarchy and KiwiCloud hierarchy therefore remain continuously synchronized for newly created iMinKit Sub-accounts. **Customers are recommended to continue managing organization structure and associated accounts on the iMinKit platform after official migration.**
- **Created directly on the KiwiCloud platform** — under a KiwiCloud Main Account, KiwiCloud Trial Account, or KiwiCloud Bridging Account, to support multi-user or multi-organizational structures on the KiwiCloud platform. KiwiCloud Sub-accounts created directly on the KiwiCloud platform are not synchronized back to the iMinKit platform.

## 2. BY PLATFORM

This terminology framework focuses on explaining an account's accessibility to and functionality on the iMinKit and/or KiwiCloud platform. The account types defined in this framework are:

### 2.1. iMinKit Official Account

The account that the customer currently uses to log in to the iMinKit platform. This account is registered with the customer's official business email address and is the primary account governing all device ownership, allocation, and management operations on iMinKit. It is accessible to the iMinKit platform only prior to migration.

Upon successful Test Migration Auto-Task (Phase 3) or Official Migration Auto-Task (Phase 4), the iMinKit Official Account becomes a **KiwiCloud Migrated Account** (see below), accessible to both the iMinKit platform and the KiwiCloud platform using the same email credentials.

**⚠ Note:** *An iMinKit Sub-account from the customer's perspective may simultaneously be an iMinKit Official Account from the partner's or sub-organization's perspective — i.e., the same physical account holds different terminology labels depending on whose hierarchy is being described. After official migration, that same account functions as the partner's KiwiCloud official account on the KiwiCloud*

platform.

## 2.2. KiwiCloud Migrated Account

The official KiwiCloud account resulting from a successful Test Migration Auto-Task or Official Migration Auto-Task. It is accessible to both the iMinKit platform and the KiwiCloud platform using the same email credentials as the customer's iMinKit Official Account.

- **During Phase 3 (Test Migration):** The iMinKit Official Account is temporarily converted into a KiwiCloud Migrated Account via the Test Migration Auto-Task, allowing the customer to log in to the KiwiCloud platform and verify platform connectivity, device behavior, and business continuity on test devices. This is a temporary state — the Test Migration Auto-Task will be rolled back by the KiwiCloud team at the start of Phase 4 before the Official Migration Auto-Task is performed.
- **After Phase 4 (Official Migration):** The iMinKit Official Account is permanently converted into a KiwiCloud Migrated Account via the Official Migration Auto-Task. This is the definitive and final state. All iMinKit Sub-accounts are migrated at the same time, preserving the full organizational hierarchy on the KiwiCloud platform.

After a successful Official Migration Auto-Task, the KiwiCloud platform account password may be changed independently by the customer and may differ from the iMinKit platform password.

## 2.3. KiwiCloud Trial Account

An account provisioned by the KiwiCloud team for a customer to allow early exploration of the KiwiCloud platform. The KiwiCloud Trial Account is registered with a different email address from the customer's iMinKit Official Account (if any), as the provisioning process creates a trial-purpose account on the iMinKit platform under this email and any conflict with an existing iMinKit Official Account would prevent the provisioning from completing successfully.

The KiwiCloud Trial Account is provisioned (with 60-day KC Enhanced license) by the KiwiCloud team by creating a trial-purpose account on the iMinKit platform and running an Official Migration Auto-Task on it. This trial-purpose iMinKit-side account is not equivalent to a customer's iMinKit Official Account; its sole role is to initiate the iMinKit-to-KiwiCloud synchronization mechanism so the customer can authentically experience how iMinKit organization structure synchronizes to the KiwiCloud platform.

The KiwiCloud Trial Account is accessible to both the iMinKit platform and the KiwiCloud platform using the same email credentials.

**⚠ Note:** *The KiwiCloud Trial Account must not share the same email address as any existing account on either iMinKit or KiwiCloud platform, as this would cause a conflict during the trial account provisioning flow and during any subsequent Test Migration Auto-Task or Official Migration Auto-Task processes. For customers transitioning toward official migration, the KiwiCloud team will delete the*

*KiwiCloud Trial Account and all associated sub-accounts under the KiwiCloud Trial Account during the migration processes.*

## 2.4. KiwiCloud Standalone Account

An account on the KiwiCloud platform that was created **independently of any migration operation**, before the customer's iMinKit Official Account had been migrated to the KiwiCloud platform. KiwiCloud Standalone Accounts were created by the KiwiCloud team for certain customers during March and April 2026 as an early access arrangement. From May 2026 onwards, KiwiCloud Standalone Accounts are no longer created for existing iMinKit customers, as this account type caused confusion by operating separately from the iMinKit platform without a clear migration pathway.

KiwiCloud Standalone Accounts fall into two patterns based on email registration:

- Most KiwiCloud Standalone Accounts share the same email address as the customer's iMinKit Official Account. Such accounts are accessible to both the iMinKit platform and the KiwiCloud platform using the shared email address — but no migration operation has been performed, so the two platforms operate independently for this account.
- A few KiwiCloud Standalone Accounts were registered with a different email address from the customer's iMinKit Official Account. Such accounts are accessible to the KiwiCloud platform only and cannot log in to the iMinKit platform.

**⚠ Note:** *Because a KiwiCloud Standalone Account is created without a migration operation, none of the customer's iMinKit organization structure is synchronized to the KiwiCloud platform — even when the Standalone Account shares the same email address as the customer's iMinKit Official Account. The iMinKit Main Account, iMinKit Sub-accounts, organizational hierarchy, Super Admin roles, and other iMinKit data remain on the iMinKit platform and do not appear under the KiwiCloud Standalone Account. The KiwiCloud Standalone Account begins as an empty workspace on the KiwiCloud platform.*

## 2.5. KiwiCloud Bridging Account

A transitional KiwiCloud Migrated Account created by the KiwiCloud team for customers who have purchased iMin devices eligible for **KMA mode** (Android OS 14 and above) or **GMA mode** (GMS-certified Android OS 13 and above) and need to begin managing these devices on the KiwiCloud platform **before** their iMinKit Official Account has been officially migrated.

The KiwiCloud Bridging Account is registered with a different email address from the customer's iMinKit Official Account, and is accessible to both the iMinKit platform and the KiwiCloud platform. Since neither KMA nor GMA mode is supported by the iMinKit platform, the KiwiCloud platform is the only management platform for such devices, making this bridging account a necessary transitional solution.

The KiwiCloud Bridging Account is a temporary arrangement. Once the customer's iMinKit Official

Account has been officially migrated and becomes a KiwiCloud Migrated Account, the KiwiCloud Bridging Account should be consolidated accordingly.

### 3. BY AUTHORIZATION

This terminology framework focuses on authorizations and permissions on the iMinKit and KiwiCloud platforms. These terminologies are used to describe the roles, access rights, and operational scopes of accounts and users on both platforms.

There are two role tiers in this framework:

- Tier 1 – Super Admin (Super Administrator): the foundational role of an organization. Created automatically when an organization (for a customer) or a sub-organization (for a partner or subsidiary of the customer) is created on the iMinKit or KiwiCloud platform. A Super Admin holds full management permission over its own organization and any sub-organizations beneath it, including the ability to create User Accounts and assign roles to them.
- Tier 2 – User Accounts: non-Super-Admin accounts (iMinKit User Accounts or KiwiCloud User Accounts) created by a Super Admin and assigned specific roles such as Ordinary Admin, scoped to the organization or sub-organization in which they were created.

There are four Super Admin accounts that differ by sub-type (Cooperative or Controllable/Controlled), which determines APP-publishing rights. Cooperative Super Admins have permission to publish business applications for their organization and sub-organizations through APP policy configuration; Controllable/Controlled Super Admins do not. APP publishing functions reside on the iMinKit platform before migration and are migrated to the KiwiCloud platform during official migration; the publishing permission follows the same path. The Main Account created directly under each platform's root node is automatically granted the Cooperative sub-type. For sub-organizations, the sub-type is chosen by the higher-level Super Admin who creates them — see the typical scenarios below.

#### 3.1. iMinKit Super Admin (Cooperative)

A Super Admin on the iMinKit platform holding the Cooperative sub-type. Has APP-publishing permission for its organization and sub-organizations. Synonymous with iMinKit Cooperative Account.

#### 3.2. iMinKit Super Admin (Controllable)

A Super Admin on the iMinKit platform holding the Controllable sub-type. Does not have APP-publishing permission; APP publishing must be governed by a higher-level iMinKit Super Admin (Cooperative). Synonymous with iMinKit Controllable Account.

### 3.3. KiwiCloud Super Admin (Cooperative)

A Super Admin on the KiwiCloud platform holding the Cooperative sub-type. Has APP-publishing permission for its organization and sub-organizations. Synonymous with KiwiCloud Cooperative Account.

### 3.4. KiwiCloud Super Admin (Controlled)

A Super Admin on the KiwiCloud platform holding the Controlled sub-type. Does not have APP-publishing permission; APP publishing must be governed by a higher-level KiwiCloud Super Admin (Cooperative). Synonymous with KiwiCloud Controlled Account. Note: KiwiCloud uses Controlled where iMinKit uses Controllable.

### 3.5. iMinKit User Account

A non-Super-Admin account on the iMinKit platform, created and assigned with specific role (e.g. an Ordinary Admin) by a Super Admin. Used for delegated operational tasks within the organization.

### 3.6. KiwiCloud User Account

A non-Super-Admin account on the KiwiCloud platform, created and assigned with specific role (e.g. an Ordinary Admin) by a Super Admin. KiwiCloud User Accounts enable multiple users to jointly manage devices, policies, and configurations on the KiwiCloud platform, with access controlled through the roles assigned by the Super Admin.

### 3.7. Typical Scenarios

The following two scenarios illustrate how the Super Admin sub-types are typically applied in real-world customer deployments:

#### **Scenario 1 – Group Enterprise with Unified APP Control**

The customer is a group enterprise with unified APP management policies and does not allow its subsidiaries to publish business applications independently. The iMinKit Main Account created from the headquarters of the group enterprise is a Super Admin (Cooperative) by default. When the headquarters creates subsidiary organizations on iMinKit, the Super Admin of each subsidiary is set as Super Admin (Controllable) meaning the subsidiary cannot publish business applications, and APP publishing remains centralized at the headquarters level.

#### **Scenario 2 – Device Distributor**

The customer is a distributor of iMin devices, responsible only for selling and delivering iMin devices to its partners and does not have the eligibility or right to manage APP publishing on behalf of its

partners. The iMinKit Main Account created from the distributor is a Super Admin (Cooperative) by default. When the distributor creates a partner's organization on iMinKit, the Super Admin of each partner's organization is set as Super Admin (Cooperative) meaning each partner can independently publish business applications for its own organization and sub-organizations.

### 3.8. Synchronization Behavior Between Platforms

Super Admins (Main Account and Sub-accounts) and User Accounts (iMinKit User Accounts and KiwiCloud User Accounts) follow different synchronization rules between the iMinKit and KiwiCloud platforms:

- Super Admin – synchronized in both migration phases. A Super Admin (and its sub-type – Cooperative or Controllable/Controlled) is synchronized from the iMinKit platform to the KiwiCloud platform during both official migration and post-migration (when a new sub-organization with a Super Admin is created on iMinKit after official migration).
- User Accounts – authorization not synchronized. iMinKit User Accounts (e.g., Ordinary Admins) are synchronized to the KiwiCloud platform as physical account entities during official migration, but without any roles or access permissions – the KiwiCloud Super Admin must assign roles and access permissions to these accounts on the KiwiCloud platform before they can access it. In the reverse direction, KiwiCloud User Accounts created directly on the KiwiCloud platform are not synchronized to the iMinKit platform – if equivalent roles are needed on iMinKit, the iMinKit Super Admin must create them locally.
- Asymmetric Super Admin relationship: An iMinKit Super Admin is always a KiwiCloud Super Admin (because Super Admins synchronize from iMinKit to KiwiCloud). However, a KiwiCloud Super Admin is not necessarily an iMinKit Super Admin — if the KiwiCloud Super Admin was created along with an organization or sub-organization directly and independently on the KiwiCloud platform, it has no corresponding iMinKit Super Admin and will not be synchronized back to iMinKit.

**For these reasons, customers are recommended to manage organization structure and associated Super Admin accounts on the iMinKit platform after official migration.**

## 4. Post-Migration Authorization Model

After official migration, access to the KiwiCloud platform is governed by **Super Admin synchronization** from the iMinKit platform: every Super Admin on iMinKit is automatically synchronized to the KiwiCloud platform as a KiwiCloud Super Admin, with the same email credentials and the same APP-publishing sub-type (Cooperative or Controllable / Controlled). iMinKit User Accounts (e.g., Ordinary Admins) are also synchronized as physical account entities, **but without any roles or access permissions** — the corresponding KiwiCloud Super Admin must assign roles and access permissions to

these accounts on the KiwiCloud platform before they can access it.

The following table summarizes how each iMinKit account type is treated on the KiwiCloud platform after migration. For the purposes of this section:

- **Entity A** refers to the customer's top-level organization on iMinKit (whose Main Account is a level-1 iMinKit Official Account, held by an iMinKit Super Admin).
- **Entity B** refers to a partner or sub-organization of Entity A on iMinKit (whose Main Account is a level-2 iMinKit Sub-account of Entity A, but functions as an iMinKit Official Account for Entity B itself, held by an iMinKit Super Admin for Entity B's scope).

| # | iMinKit Account                                                                                                | Role on iMinKit                                                         | KiwiCloud Platform Access After Migration                                                                                                                                                                                                                     |
|---|----------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Main Account for Entity A (level-1 iMinKit Official Account)                                                   | iMinKit Super Admin for Entity A                                        | Automatically synchronized as KiwiCloud Super Admin for Entity A, with permission to access all organizations built under Entity A. The Cooperative or Controllable sub-type is preserved as Cooperative or Controlled respectively on the KiwiCloud platform |
| 2 | iMinKit User Account within Entity A (e.g., an Ordinary Admin)                                                 | iMinKit User Account holding an Ordinary Admin or other role on iMinKit | Physical account synchronized to the KiwiCloud platform, but without any roles or access permissions. Entity A's KiwiCloud Super Admin must assign roles and access permissions before the account can access the KiwiCloud platform                          |
| 3 | Main Account for Entity B (level-2 iMinKit Sub-account of Entity A, but iMinKit Official Account for Entity B) | iMinKit Super Admin for Entity B                                        | Automatically synchronized as KiwiCloud Super Admin for Entity B, with permission to access all organizations built under Entity B. The Cooperative or Controllable sub-type is preserved as Cooperative or Controlled respectively on the KiwiCloud platform |
| 4 | iMinKit User Account within Entity B (e.g., an Ordinary Admin)                                                 | iMinKit User Account holding an Ordinary Admin or other role on iMinKit | Physical account synchronized to the KiwiCloud platform, but without any roles or access permissions. Entity A's or Entity B's KiwiCloud Super Admin must assign roles and access permissions before the account can access the KiwiCloud platform            |