

Changing a User's Account Name

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System administrators can change a user's account name, which will also reset the user's password.

1. Navigate to **System Admin > User Groups**.
2. Use the [Quick Search bar](#) to locate the user record.

Name	Data Group	Default View	Active Users	Status
> aACE 5 Programmer	programmer		> 1	ACTIVE
> System Admin	management		> 2	ACTIVE
> Sales Team	User	Leads	> 5	ACTIVE
List Totals			8	

3. Go to the detail view for the user's group and click the **Team Members** tab.
4. Click the **Account Name** field to open the dialog box. You can also click the Action icon () at the end of the record row and then select **Edit Account Name** from the drop-down menu.

Team Members	User	Account Name	Last Login	FM Version	Status
> Denise James (DJ)	X	denise.james	10/4/2017 4:12:53 PM	ProAdvanced 16.0.1	ACTIVE
> Drew Sanderson (DS)	X	drew.sanderson	10/4/2017 4:14:11 PM	ProAdvanced 16.0.1	ACTIVE
> John Smith (JS)	X	john.smith			ACTIVE
> Mara Harvey (MH)	X	mara.harvey	9/20/2017 6:32:55 PM	ProAdvanced 16.0.1	ACTIVE
> Ned Walker (NW)	X	ned.walker	10/4/2017 4:13:33 PM	ProAdvanced 16.0.1	ACTIVE

5. Enter the new account name in the dialog box and click **OK**.
Note: Account names are not case sensitive.

Message

Assign a new Account Name for this team member?

New Account Name

john.doe

Cancel OK

6. Inform the user to log into aACE using the new account name and the default password. They will be prompted to reset their password at the time of log in.

