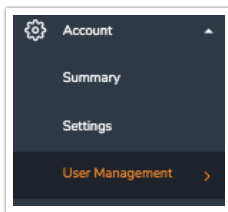# How do I change my login email address?

If you are an Account Administrator Looking to Change a Users Login Email Address:

1. If you are an Account Administrator looking to change a user's login email address go to **Account > User Management**.

2. Find the user whose email address you wish to change and click on their username.

3. Change the email address and click **Save User**. You can also change the Name and reset the user's password from here.

Editing User ~~████████████~~

PROFILE TEAMS/PROJECTS   ♥ Need Help?

Status	Password	License
Active	⟳ Reset Password	Full Access ▾

Last Login	User Created	Last Modified
Dec 10, 2024 9:37 AM	Dec 6, 2024 12:41 PM	Dec 10, 2024 9:37 AM

User Fields

Username

~~████████████~~

Email Address

~~████~~@alchemer.com

Note: Non-SSO accounts will receive login and password credentials. SSO accounts will receive a link to login to the platform.

✎ Edit User Fields

Multi-factor Authentication

This user does not have multi-factor authentication enabled.

Note: Administrators can require multi-factor authentication in the Security and Compliance menu.

Permissions

☐ Account Admin
  Note: You have reached your administrator limit. To purchase additional admin seats, contact our Sales Team.

Cancel   Save User

4. Enter the updated Email again and click on Confirm.

Confirm profile update

Email address changed. Please confirm this change by entering the new email address.
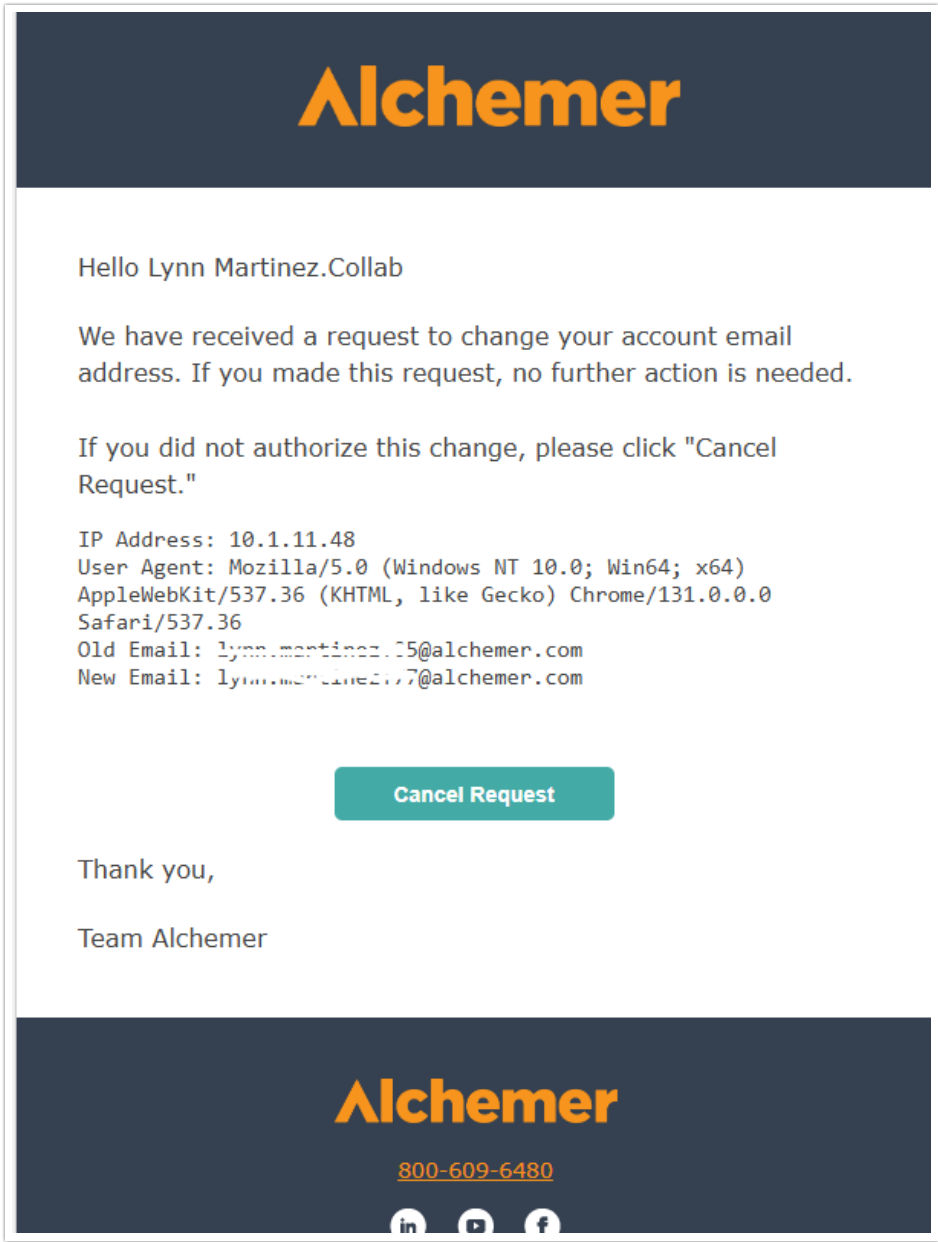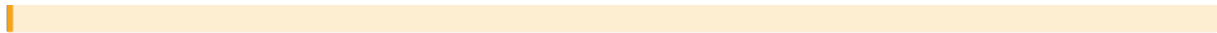
name@email.com

Cancel   Confirm

5. Two email notifications will be sent.

One of the emails will be sent to the original user's email, to notify them of the change.

> If this change was made and not approved, the User will be able to cancel the request.

Hello Lynn Martinez.Collab

We have received a request to change your account email address. If you made this request, no further action is needed.

If you did not authorize this change, please click "Cancel Request."

IP Address: 10.1.11.48
User Agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/131.0.0.0 Safari/537.36
Old Email: lynn.martinez.15@alchemer.com
New Email: lynn.martinez.17@alchemer.com

Cancel Request

Thank you,

Team Alchemer

800-609-6480

The other email will be sent to the updated email address asking for verification of the email.   The User will click on Verify my email. Once the User has clicked on this link they will be directed to their Alchemer Account.

If You Are a User and Need to Change Your Login Email Address:

1. Click on the upper right hand corner and click on circle icon>profile and settings.
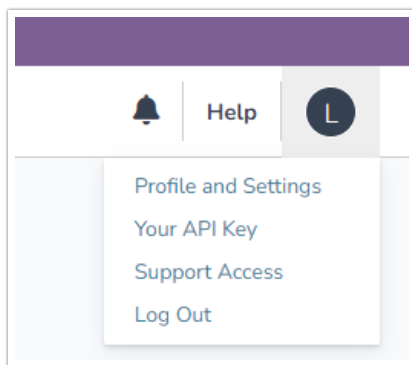
2. Change email address and click on Save. After clicking Save User, enter the updated email again and click on Confirm.

3. Two email notifications will be sent.
One of the emails will be sent to the original Users email, to notify them of the change.

> If this change was made and not approved the User will be able to cancel the request.

Alchemer

Hello Lynn Martinez.Collab

Your Alchemer account email address has been updated to:
iynn.martin...77@alchemer.com

Click the link below to confirm your email address and complete the update.

Verify my email

This link is valid for 24 hours.

Thank you,

Team Alchemer

Alchemer

800-609-6480

168 Centennial Pkwy Suite 250 Louisville, CO 80027
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The other email will be sent to the updated email address asking for verification of the email.   The User will click on Verify my email. Once the User has clicked on this link they will be directed to their Alchemer Account.

To Change your Primary Contact Information or Billing Information:

> Only the Admin will be able to make these changes.

Go to **Account>Summary> Edit Contact Information.**

Here you can either change the Account setting information or Billing information.

Enter in the updated information and click on Save.

This will NOT change the USER login email address.

Common Account Actions

Edit Contact Information
Grant Support Access
Add Users
Delete Account
Execute a DPA
User Access Logs

Account Settings

ACCOUNT INFO   BILLING INFO

* Organization Name

* Name

Related Articles