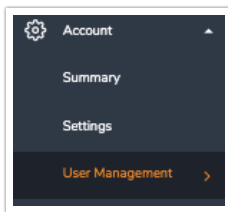


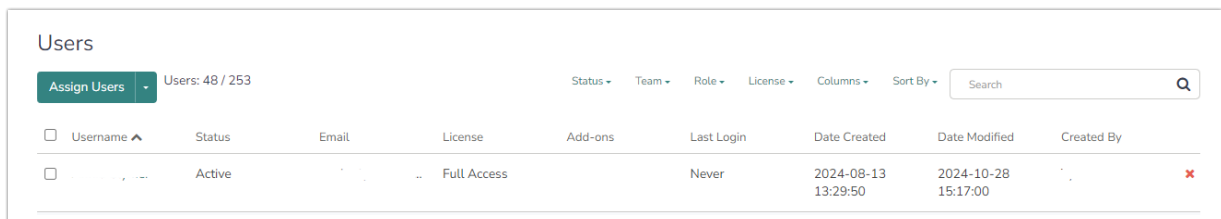
# How do I change my login email address?

## 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.



The screenshot shows a 'Users' management interface. At the top, there is a search bar and a table of users. The table has columns for Username, Status, Email, License, Add-ons, Last Login, Date Created, Date Modified, and Created By. A single user is visible in the table.

<input type="checkbox"/>	Username	Status	Email	License	Add-ons	Last Login	Date Created	Date Modified	Created By
<input type="checkbox"/>		Active		Full Access		Never	2024-08-13 13:29:50	2024-10-28 15:17:00	

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 XXXXXXXXXX
Need Help

PROFILE    TEAMS/PROJECTS

<p>Status Active</p> <p>Last Login Dec 10, 2024 9:37 AM</p>	<p>Password <a href="#">Reset Password</a></p> <p>User Created Dec 6, 2024 12:41 PM</p>	<p>License Full Access</p> <p>Last Modified Dec 10, 2024 9:37 AM</p>
---	---	--

### User Fields

Username

Email Address

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](#).

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.

5. 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.



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.05@alchemer.com  
New Email: lynn.martinez.07@alchemer.com

[Cancel Request](#)

Thank you,

Team Alchemer



[800-609-6480](tel: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.

# Alchemer

Hello Lynn Martinez.Collab

Your Alchemer account email address has been updated to:  
lynn.martinez.2677@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

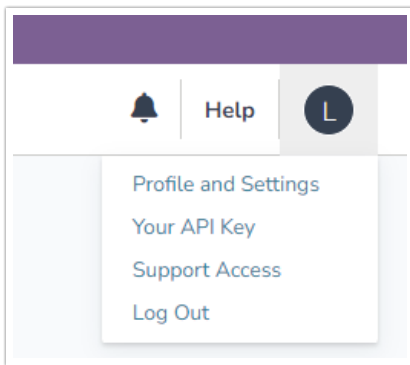
[800-609-6480](tel:800-609-6480)



168 Centennial Pkwy Suite 250 Louisville, CO 80027  
© 2024 Alchemer LLC. All Rights Reserved.

## 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.

## Confirm profile update

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

---

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:  
lynn.martinez.2677@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](tel:800-609-6480)



168 Centennial Pkwy Suite 250 Louisville, CO 80027  
© 2024 Alchemer LLC. All Rights Reserved.

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.

# Alchemer

Hello Lynn Martinez.Collab

Your Alchemer account email address has been updated to:  
lynn.martinez.4677@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](tel:800-609-6480)



168 Centennial Pkwy Suite 250 Louisville, CO 80027  
© 2024 Alchemer LLC. All Rights Reserved.

## 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