Changing a User's Account Name
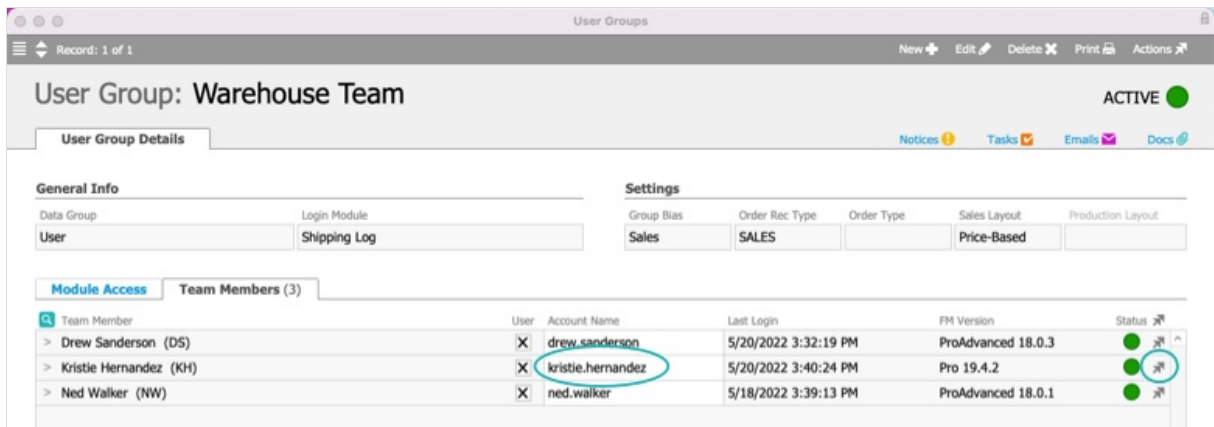
Last Modified on 06/22/2022 1:10 pm EDT

> This guide explains how to change a user account name. It is intended for system administrators.

System administrators can change a user's account name. This will also reset the user's password to the system default password (https://aace6.knowledgeowl.com/help/working-with-the-aace-default-password).

1. Navigate from **Main Menu** > **System Admin** > **User Groups.**
2. Use the Quick Search bar to locate the user record.
3. At the user group detail view, click the **Team Members** tab.
4. Click the **Account Name** field to open the dialog box.
   Note: You can also click the item-level Actions (↗) icon, then select **Edit Account Name**.
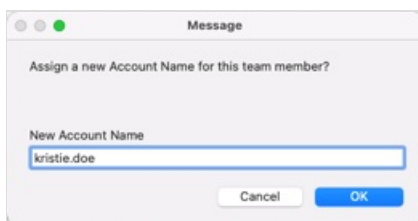

5. Enter the new account name in the dialog box and click **OK**.
   Note: Account names are *not* case sensitive.

6. Inform the user to log into aACE using the new account name and the default password. When they login, aACE will prompt them to reset their password.