

Changing a User's Account Name

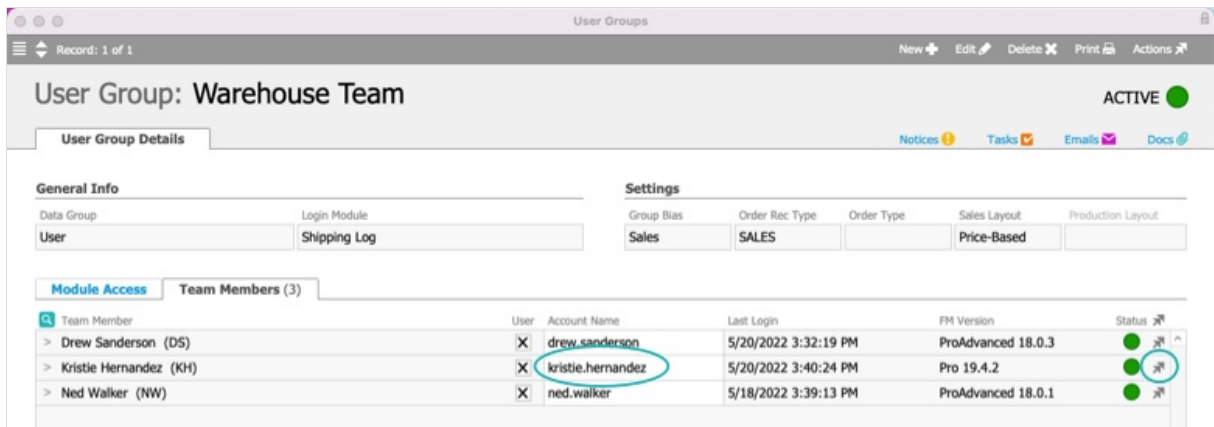
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This guide explains how to change a user account name. It is intended for system administrators.

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) (<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**.

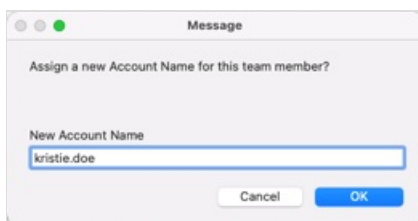


The screenshot shows the 'User Groups' interface for the 'Warehouse Team'. The 'Team Members' tab is active, displaying a table of users. The 'Account Name' field for 'kristie.hernandez' is circled in red.

Team Member	User	Account Name	Last Login	PM Version	Status
> Drew Sanderson (DS)	X	drew.sanderson	5/20/2022 3:32:19 PM	ProAdvanced 18.0.3	ACTIVE
> Kristie Hernandez (KH)	X	kristie.hernandez	5/20/2022 3:40:24 PM	Pro 19.4.2	ACTIVE
> Ned Walker (NW)	X	ned.walker	5/18/2022 3:39:13 PM	ProAdvanced 18.0.1	ACTIVE

5. Enter the new account name in the dialog box and click **OK**.

Note: Account names are *not* case sensitive.



The screenshot shows a 'Message' dialog box with the title 'Assign a new Account Name for this team member?'. The 'New Account Name' field contains the text 'kristie.doe'. There are 'Cancel' and 'OK' buttons at the bottom.

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.