# Understanding the 'Can Switch Offices' Team Members Preference

Last Modified on 08/19/2025 4:05 pm EDT

> This guide explains team member office preferences. It is intended for system administrators.

The Team Members module includes the preference 'Can switch offices'. This feature enables users to change their office assignment (https://aace6.knowledgeowl.com/help/switching-between-offices) for their current session. When they log in again, their office assignment reverts to the office specified in the Office Info section of their their team member record. This preference helps personnel that travel between offices or who must review records in various offices.

System administrators can update this preference for individual users: navigate from Main Menu > Internal > Team Members. Use the Quick Search bar to locate your desired user. At the team member record's detail view, click the Human Resources tab and mark the flag.
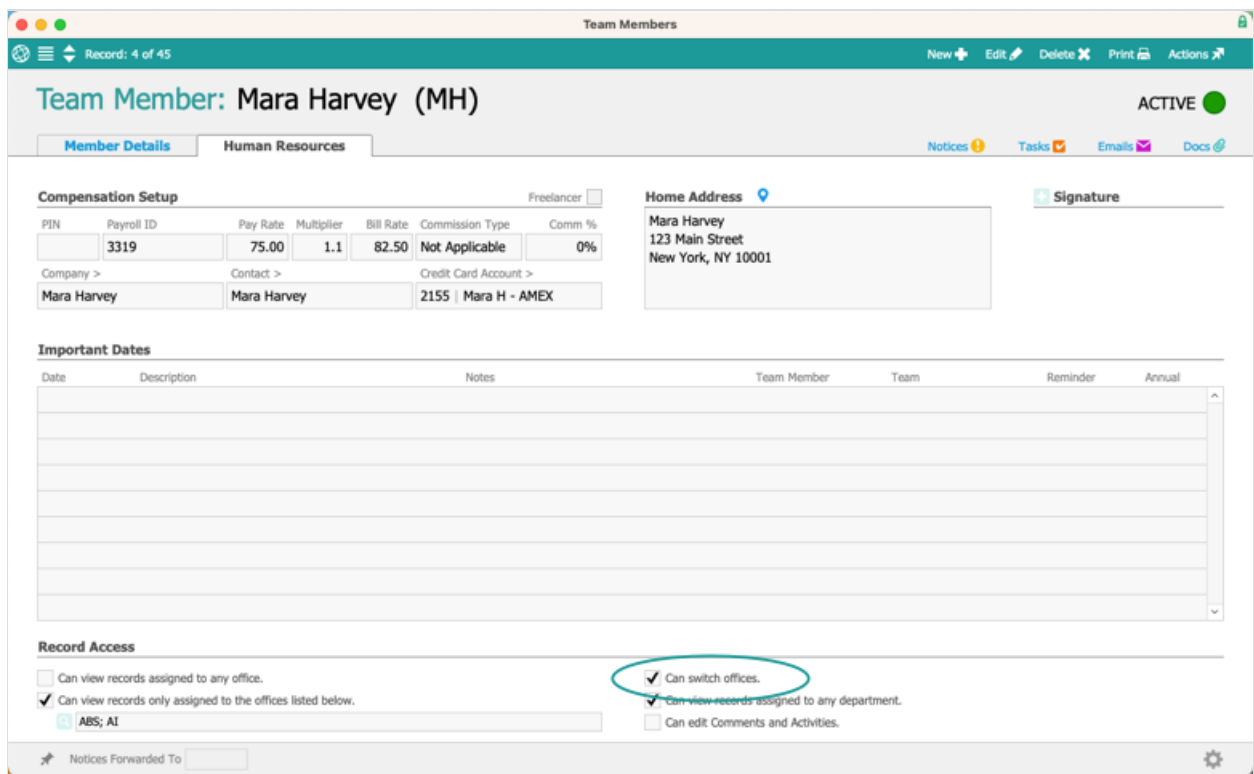


## Switching Offices

For users to switch offices, they must also have access to multiple offices on their team member record. You can configure this with the other preferences in the Record Access section. You can mark the flag titled 'Can view records assigned to any office'. You can also

mark the flag titled 'Can view records only assigned to the offices listed below' and then select multiple offices.

**Viewing Records**

Team members must also be in a user group that has the ['Can view all <records>' access privilege](https://aace5.knowledgeowl.com/help/controlling-access-to-transactions-with-user-groups) marked. If a team member's user group does not have this flag marked, they will only be able to view records that are assigned to themselves or records they have assigned to others.

## Interactions with Record Access Preferences

The preferences in this section of a team member record can be combined to control what records a user will see when she views another office:

| View Any Office Records | View Records in Selected Offices Only | View Any Dept Records | Results When Switching Offices |
|---|---|---|---|
| Y | N | Y | Can see all records for any office and department |
| N | Y | Y | Can see records for all departments for any of the selected offices |
| Y or N | Y or N | N | Can only see records for the "OFFICE" Type department for any of the selected offices |