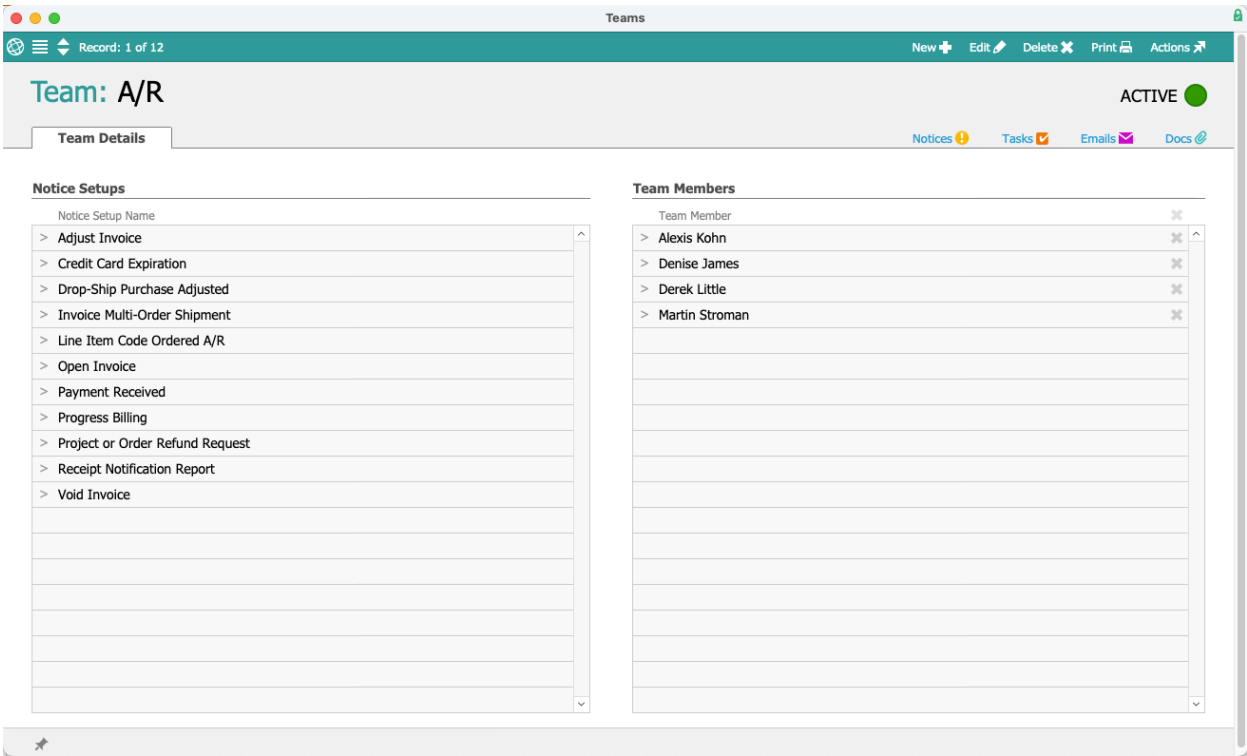


# Creating and Editing Teams

Last Modified on 12/31/2025 2:25 pm EST

This guide explains creating a new aACE team or editing an existing one. It is intended for system administrators.

aACE teams are groups of team members used to effectively communicate using [aACE notices](https://aace6.knowledgeowl.com/help/working-with-notices) (<https://aace6.knowledgeowl.com/help/working-with-notices>). A team includes one or more team members. An individual team member can be assigned to multiple teams. Your aACE system includes several default teams (e.g. Human Resources, A/R, A/P, etc), but you can also create as many customized teams as needed.




You can access the Teams module by navigating from the Main Menu > Internal > Teams.

## Creating a Team

In the Teams module, select New.

The screenshot shows the 'Teams' module in a web application. At the top, there's a header with 'Teams' and a status bar indicating 'Record: 13 of 13'. Below this, a 'Team:' label is followed by a large redacted area and a 'PENDING' status with a yellow circle icon. A 'Team Details' tab is active. The main content area is split into two panels. The left panel, 'Notice Setups', contains a table with 15 empty rows for 'Notice Setup Name'. The right panel, 'Team Members', contains a search bar and a table with 15 empty rows for 'Team Member'. At the bottom right, there are 'Cancel' and 'Save' buttons.

After you create a new team record, you can add team members:



- Individual team members to a single team — Enter a name in the Team Members section.
- Multiple team members to a single team — Select the Search icon (  ). At the Team Members selector, locate all the team members who should be added to the team.
- One or more team members to multiple teams — At the Teams module list view, filter the list to show the relevant teams. Select Edits > Add Team Members to List. Select the necessary team member(s).

After you create a team, you can [assign notice setups](https://aace6.knowledgeowl.com/help/reassigning-notice-setups-to-different-teams) for various system events.

## Editing an Existing Team

At the team detail view, you can update the team members:

[illegible]

1. Add team members — Select the empty line at the bottom and select the team member.
2. Replace team members — Select the Search icon (  ) on the line of a current team member, then select a new team member.
3. Remove team members — Select the Delete icon (  ) for a current team member.

## Using Contacts on Teams

You can also add contacts who are not aACE team members to your teams. These contacts can receive notices depending on the [delivery method preferences](#)

(<https://app.knowledgeowl.com/kb/article-preview/id/6298e03d161ced634969e278/aid/6298e09b98bdb56d5939fb32#delivery-method>) within the notice setup.