The person who controlled our account is leaving or has left our organization. What now?

Gaining Account Access

The best way to retain access to your organization's primary applicant account is to **be proactive**. Make sure that you have a plan for who will take over the account when the primary applicant leaves and how the login credentials will be shared with your team.

- Ask that the person who is leaving share their login credentials with you.

- Update the account credentials for the new person who will manage the account.

- If the new email address to be tied to the account is *not* already in the system, request that they update their account credentials. Learn more [here](#).

- If the new email address to be tied to the account *is* already in the system, submit a request to merge the two accounts or to move the applications from the old account into the other account. Learn more [here](#).

- Website for account assistance: http://help.zoomgrants.com/index.php/zgu/how-do-i-change-or-reset-the-email-address-or-password-on-an-applicant-account/

- Use a generic email address and password on your applicant account, if multiple people need full access to the application or if you anticipate a high level of user turnover.
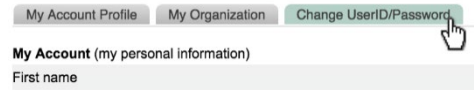
Requesting Account Access

If the person has left your organization and you do not have access to the account or to their email inbox to retrieve a password reminder, you can submit a request to have the account transferred. Learn more [here](#).

How do I change or reset the email address or password on an applicant account?

The steps for changing the login credentials – the email address and password that you use to log into your **applicant** account – differ depending on:

- Whether or not you still have access to the account and the email address associated with it; and

- If the person who should be the new account owner already has a ZoomGrants account under their email address (if you're trying to transfer the account to someone else)

If You Still Have Access to the ZoomGrants Account…

1.	Log into the account at http://ZoomGrants.com/login.	
2.	Click the Account Profile button	
3.	Click into the Change User ID/Password tab.	

To change the email address… input a new email address in the Email Userid field, input the current password to confirm, then click the Change User ID/Password button. The email address cannot already be associated with a different ZoomGrants account. If the email address is already in use, see the instructions below to request that the account be transferred to another user.

To change the password… enter the current password, then put in the new password that you'd like to use, and click the Change User ID/Password button to make the change.

Log out of the account, then try logging in with the new credentials. Keep in mind that your browser may still remember the old email address or password, so you

may need to type in the credentials manually and updated the saved login information.

The new person who owns the account can use the same instructions to change their email address or password, and they should also update the security profile in the event that they need to retrieve their password.

If You No Longer Have Access to the ZoomGrants Account and DO Have Access to the Email Inbox…

Click the 'Forgot Password' link to request that a password reminder be sent to the email address associated with the account. (The message will come from Notices[@]ZoomGrants.com. If you don't receive it within a reasonable amount of time, you may want to check your spam or junk folder.) After you receive the reminder, follow the steps above to change the email address or password.

If You No Longer Have Access to the ZoomGrants Account and Do NOT Have Access to the Email Inbox

We can change the email address on the account for you and send a new password to the new user. This will effectively **transfer the account** to a new user.
 In order to do that, we will need to receive an **email** request that verifies that the account should be transferred to a new person. That request must come from one of the following persons:

o   The original account owner

o   The Executive Director of the organization

o   A Program Admin with the funding organization
That request should include:

o   The email address of the original user (the 'user ID').

o   The new email address that should be tied to the account.

o   An acknowledgment that the original email address should no longer be used to access the account and that the new email address should be the one that is used instead.
Please have the appropriate person (one of the folks listed above) send that request via email to questions[@]zoomgrants.com. Once we receive that request, we will change the account over to the new email address, then send a new password via a password reminder sent to **that email address**. After that,

use the steps listed in the beginning to change the password, email address, and security profile as necessary.

If the New Account Owner Already Has a ZoomGrants Account…

We can verify that they have the correct account type then transfer the applications into that new person's account. In order to do that, we will need to receive an electronic request that verifies that the applications should be transferred to a new account. That request must come from one of the following persons:

o   The original application owner

o   The Executive Director of the organization

o   A Program Admin with the funding organization
    That request should include:

o   The email address of the original user (the 'user ID').

o   The new email address that should be tied to the account.

o   An acknowledgment that the applications can be moved to the new person's account.
    Please have the appropriate person (one of the folks listed above) send that request via email to Questions[@]ZoomGrants. Once we receive that request, we will move those applications so that the new person owns them in their account.

    After that, use the steps listed in the beginning to change the password, email address, and security profile as necessary.