

Changing User Roles

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Version: ■ 4.9 ■ 5.0 ■ 5.1+

Please note that only Admins can perform this function, and only if SSO is NOT enabled. If SSO is enabled, all user roles are pulled from the source; changes to users must be made at the source level (Entra ID, etc).

If you want to change a user's role (Administrator, Manager, User) go to **POLITEMAIL > Account > Users**.

Select the user's name to open the Edit User window.

Under User Type, select the new role for the user.

The screenshot shows the 'Users' management page in POLITEMAIL. The user list table has columns for Email, First Name, Last Name, Business, Role, Region, and Last Login. The user Peter.Parker@gmail.com is selected, and the 'Manager' role is highlighted with a red box. A red arrow points from this box to the 'User Type' dropdown in the 'Edit User' modal, which is also highlighted with a red box. The modal shows the user's details and allows for editing the role.

Email	First Name	Last Name	Business	Role	Region	Last Login
Peter.Parker@gmail.com	Peter	Parker	Accounting	Manager	South	Never

Edit User

Last Name

Email

Phone

Require Password Reset

User Type

Business

Region

Send Setup Email

Click **Save** when finished.