

# How Do I Change The Name Of A User/Subscriber?



**INFO:** Only BG Administrator will be able to change subscriber names. Please speak to your System Administrator to request a name change.

As a BG Administrator login to the [BG Admin Portal](#), once logged in follow the below instructions:

- From the side menu click on **Users**, this will display a list of users (subscribers). For the user you want to change the name for click on the **Actions** menu.

Business Group Admin Portal Henry Jackson ▾

Users in Department: View All ▾

Move selected to: Select department ▾ Move

<input type="checkbox"/>	Telephone Number	Ext.	Name	Department	
<input type="checkbox"/>	01132991000	1000	Anna Smith	Support	<b>Actions ▾</b>
<input type="checkbox"/>	01132991001	1001	Santosh Patel	Accounts	Actions ▾

- From the **Actions** menu click on **Edit personal details**

<input type="checkbox"/>	Telephone Number	Ext.	Name	Department
<input type="checkbox"/>	01132991000	1000	Anna Smith	Support
<input type="checkbox"/>	01132991001	1001	Santosh Patel	Accounts
<input type="checkbox"/>	01132991002	1002	Henry Jackson Demo Business Group Admin None	

**Edit personal details**  
View individual settings  
Add services  
Reset line  
Unlock account

- In the pop up window type the new name in the **Name** field.

Edit Personal Details

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Name

Admin Not an Administrator ▾

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Save Cancel

- Click on **Save** to save your changes.

Edit Personal Details

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Name

Admin Not an Administrator ▾

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**Save** Cancel



**INFO:** You may need to log out and log back into the Pod Connect applications to see your changes.

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