

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	Actions
<input type="checkbox"/>	01132991000	1000	Anna Smith	Support	Actions ▾
<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	Actions
<input type="checkbox"/>	01132991000	1000	Anna Smith	Support	Edit personal details
<input type="checkbox"/>	01132991001	1001	Santosh Patel	Accounts	Add services
<input type="checkbox"/>	01132991002	1002	Henry Jackson Demo Business Group Admin None		Reset line
					Unlock account

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

Edit Personal Details

Name

Admin Not an Administrator ▾

Save Cancel

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

Edit Personal Details

Name

Admin Not an Administrator ▾

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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