

# How do I change the main institutional account email address

It may happen that your HEI changes the email addresses for your IRO or Department and you need to use a different email address to log in to the Dashboard's main institutional account. As registration involves acceptance of Terms and Conditions and privacy policy of the holder of another email address, we cannot just swap the accounts and see it as implied acceptance.

If it's necessary to change the main institutional account holder, we kindly ask you to reach out via helpdesk, as the previous account first needs to be removed. No information will be lost as everything is linked to the HEI profile, rather than the specific email address. After the removal of the existing account holder - a new registration can be made - on the [registration page for the Dashboard](#) using the new email address that will need to be validated.

Please also keep in mind that there cannot be duplicate accounts with the same email address, hence if you already have a staff account with a specific email address, it needs to be removed first to register as the main institution account holder.