

How do I change the email address for a staff account

With the current authentication solution in the Erasmus Dashboard the change of the email address associated to a staff account can be achieved in the following way:
A new account associated to the new email address can be created, assigning to this new account the old one's role and then, once the user has activated their new staff account through the new email address, the old account can be deleted.

Here goes a simple example where **Desiderius Erasmus** is a staff account holder, more precisely an IRO:

1. Desiderius already has a staff account with email address **old.address@email.eu**

The screenshot shows two panels. The left panel, 'Multiuser access', lists permissions for the role 'IRO': 'Creating accounts', 'Managing students', 'Uploading students', and 'Creating IIA'. The right panel, 'Account management', shows a table with one entry: Desiderius Erasmus, email old.address@email.eu, phone nr 1234567, role IRO, with 'Remove' and 'Edit' links.

2. The office administrator or whoever has the permission to add staff accounts **creates a new account for Desiderius**, using **new.address@email.eu**, assigning to this new account the same role as the one held previously (in this case, IRO)

The screenshot is similar to the previous one, but the 'Account management' table now has two entries. The new entry, Desiderius Erasmus with email new.address@email.eu and role IRO, is highlighted with a red box. The 'Remove' link for this new entry is also highlighted with a red box.



Who can create accounts?

Not all users can create staff accounts. To be able to do so, an user must have the **Creating accounts** permission enabled (default for the main institutional account).
Here you can read more on [Staff Accounts](#).

3. Desiderius **receives an email at new.address@email.eu** asking him to activate his new account
4. **Desiderius activates the new account** and the office administrator can now **safely remove**

The screenshot shows the 'Account management' table with two entries. The entry for Desiderius Erasmus with email old.address@email.eu has its 'Remove' link highlighted with a red box. The entry for the new account (new.address@email.eu) is still present.

Desiderius' old account.

5. **That's it!**

The screenshot shows the 'Account management' table with only one entry: Desiderius Erasmus with email new.address@email.eu and role IRO. The 'Remove' link for this entry is highlighted with a red box.

Signing rights

Please keep in mind that the Online Learning Agreements under Mobilities 3.0 can be signed by anyone with the "Managing Students" permissions - so the change of the email associated to the staff members account will not have any consequences.

Yet, the Online Learning Agreements under Mobilities OLA 2.0 (or documents initiated before October 2020) can be signed by the person who is indicated as responsible in the OLA.