

# Software Support

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## How-To Modify / Update eMail "Login" Address

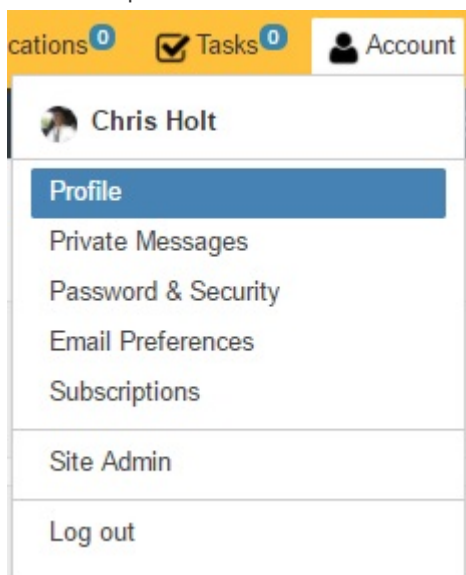
Software Support - 2018-07-05 - in How-To

From time to time, we all have a new email address provided to us and so it's important to keep it up-to-date within Kahootz.

Failing to do so will result in you getting access denied - If this happens then you'll have to proceed with method 2 below...

### Method 1 - User (Changing your own email address)

1. Login to your Kahootz site.
2. Select "profile" under the "account" tab.



3. Click on Modify my Profile Information...

### My Profile

Profile Password and Security

Modify my profile information

4. Under "login details" select the checkbox...

Got a new email address?

5. Enter your new email address and current password...

Got a new email address?

\* New Email Address

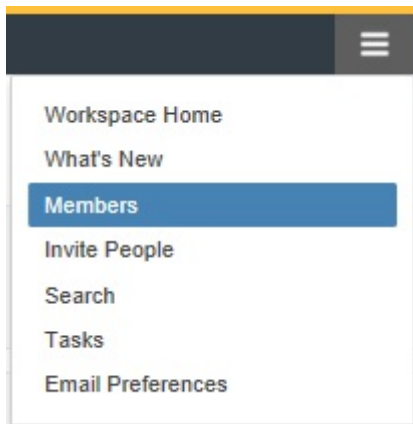
Current Password

6. Scroll to the bottom and click Save.

**NOTE:** IF you do require the manager that has admin permissions to change your email address, please refer to this ["article"](#) on how-to contact them...  
Alternatively, if you're locked out and cannot gain access to the site or any other related issues, please refer to this ["article"](#) for how-to contact the site owner.

### **Method 2** - Administrator / Site Owner (Changing a members email address)

1. Login to your Kahootz site.
2. Open the Workspace the user is a member off.
3. Click "workspace menu" and select "members" from the drop-down...



4. Select the user in question that you wish to change their email address.
5. Click - Edit User Profile.
6. Enter their new email address into the field...

**Public Profile**

\* Display Name

Email Address

NOTE: Changing the user email address may prevent this user from logging on if they are not informed of the change

7. Click Save.

Note - User must be notified of this change as it will now prevent them from logging into

Kahootz with their old email.

#### Related Pages

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- [How-To Reset "Forgotten" Your Password](#)