

# Replacing an Existing User

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In the event that a team member leaves your organization, you may need to replace that person's user record with a new team member. inMotion provides two options for replacing user licenses with new employees.

## Deleting the Original User

The method inMotion recommends is to delete the original user and add a new user for the new employee.

To do this, an Admin will complete the steps as follows:

1. Navigate to **Account > Account Settings > Users/Groups**.
2. Locate the user who has left your organization and click on their name *Note: Be sure to write down or take a screenshot of the user permissions so that you can apply those to the new user in Step 4.*
3. In the top right hand corner, click the red link **'Delete User.'** Click **OK** to proceed.
4. Click **'New User'** to add and setup the user for your new employee. Apply permissions as applicable.

This method will ensure data integrity in your reporting so that you can report historically on which tasks and projects were completed by your deleted user and your new user. However, this will not automatically transfer all of the active user tasks, project, and proof assignments to the new user.

## Replacing the Existing User

If reporting is less valuable to your organization and you would like to reassign all of the old user's work to the new user automatically, there's another approach that an Admin can take to replace an existing user.

1. Navigate to **Account > Account Settings > Users/Groups**.
2. Locate the user who has left your organization and click on their name.
3. Replace the existing user information with the details (name, email, username, and password) of your new user.
4. Click **Resend Credentials** near the top of the user record to notify the new team



member of their account.

While this method will transition the original user's assignments to the new user, this can cause trouble with reporting. Task, projects, and proofs the original user completed will show as being completed by the new user going forward.