How-To Modify / Update eMail "Login" Address

Chris Holt - 2022-08-12 - How-To

From time to time, our email address changes. This could be due to personal reasons or changes within your organisation.

This knowledgebase article will guide you through the process of changing/updating your email "login" address.

There are three ways in which you can update your email address.

Method 1 - Change/update your own email address

1. Login to your Kahootz profile using **your existing email address.**
2. Click on your "**Name**" at the top right corner of the page to open your Account menu.
3. Select **"Profile"** from the drop-down menu.
4. Click on the **"Update Profile Information"** button under the **"Profile"** tab.
5. Under **"Login Details"** select the checkbox titled **"Got a new email address?"**
6. Enter your **"New Email Address"** and **"Current Password."**
7. Scroll to the bottom and click **"Save."**

Method 2 - Ask your Workspace Managers

this KB article explains how you can contact your Workspace Managers to request this.

Workspace Managers can update a user's email address by:

1. Login to your Kahootz account

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2. Go to the workspace the user is a member of
3. Click on the "" icon in the top right corner of the page to open the Workspace Menu.
4. Select **"Members"** from the drop-down menu.
5. Click on the user's name from the list shown.
6. Click on **"Edit User Profile."**
7. Enter their **"New Email Address."**
8. Click the **"Save"** button.

Method 3 - Ask your Kahootz Site Owners

this KB article explains how you can contact your Kahootz Site Owners to request this.

Kahootz Site Owners can update a user's email address by:

1. Log into your Kahootz site.
2. Click on your "**Name**" at the top right corner of the page to open your Account menu.
3. Select **"Site Admin"** from the drop-down menu.
4. Click on "**Users**" from the available options.
5. Click on the user's name from the list.
6. Click on **"Edit User Profile."**
7. Enter their **"New Email Address."**
8. Click the **"Save"** button.

The user must be notified of this change otherwise they'll be prevented from logging into Kahootz.

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