

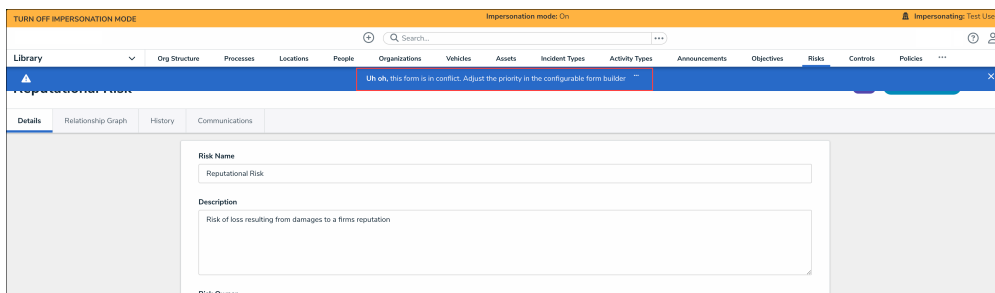
Impersonate Another User

Last Modified on 02/27/2025 1:57 pm EST

Overview

With the **Impersonation Mode**, Administrators can temporarily assume the account of another user to work with objects according to that user's [role](#) and permissions. This feature is useful when Administrators need to test the user's permission levels or to complete a task for users who may otherwise be unable to do so themselves. Administrators can impersonate other Administrators, but they are unable to perform administrative tasks while doing so.

A **Form Conflict** may occur when using Impersonation Mode. A system-generated blue header will appear indicating that there is a form conflict.



Forms Conflict Header

A Form Conflict occurs if a user belongs to two or more roles that have permission to view the same object, but each role should be accessing that object through a different standard form (including palette forms). To resolve this, administrators can use the impersonation feature to identify any conflicts, then assign number priorities to the forms to ensure the correct form is displayed. Form Conflicts can also be used to identify and fix [standard form](#) conflicts for users in multiple roles. Please see the [Form Conflicts](#) article for more information.

Any changes made while impersonating another user are captured in the [User Audit Trail](#).

If IP authorization control is enabled on your Org, your IP address will be validated against the IP allow list when activating **Impersonation Mode** and when disabling it. If your IP address cannot be validated, you'll be logged out. See the [IP Authorization Control](#) section for more details.

User Account Requirements

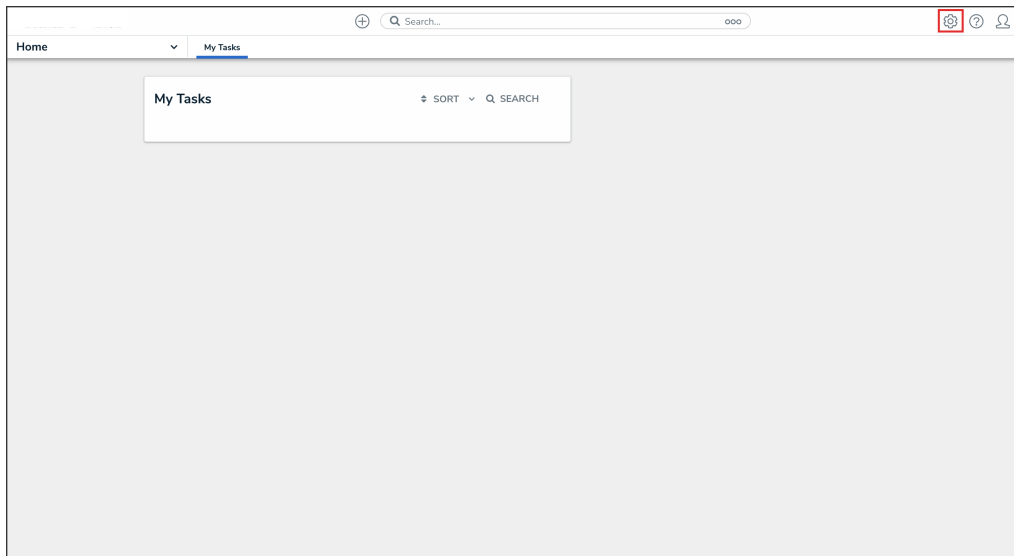
The user must have Administrator permissions to use Impersonation mode.

Related Information/Setup

For more information on the different user types in Resolver, please refer to the [Create a New User](#) article.

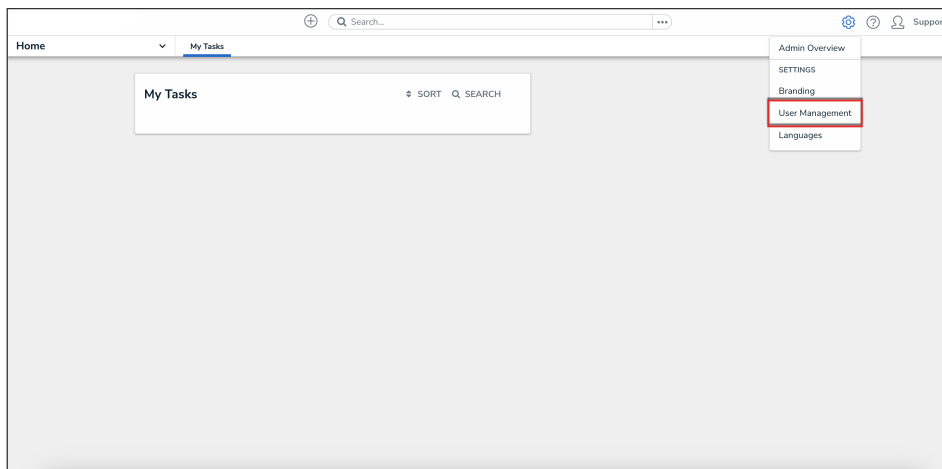
Navigation

1. From the **Home** screen, click the **Administration** icon.



Administration Icon

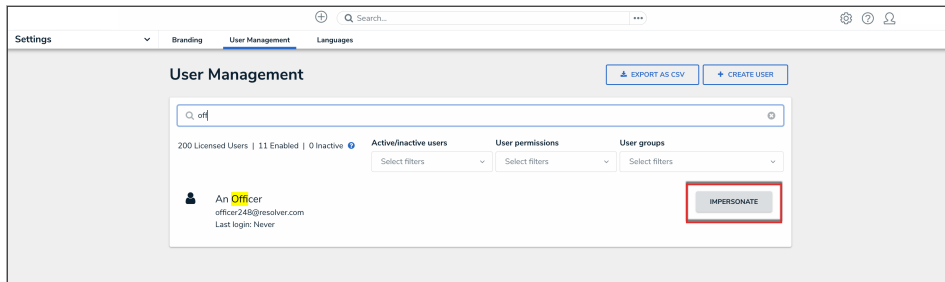
2. From the **Administrator** settings menu, click **User Management**.



Administrator Settings Menu

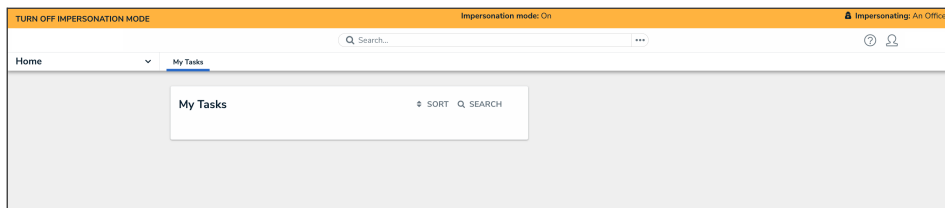
Impersonating Another User

1. From the **User Management** screen, enter a user's name in the **Search** field to narrow the search results.
2. Click the **Impersonate** button next to the user you wish to impersonate.



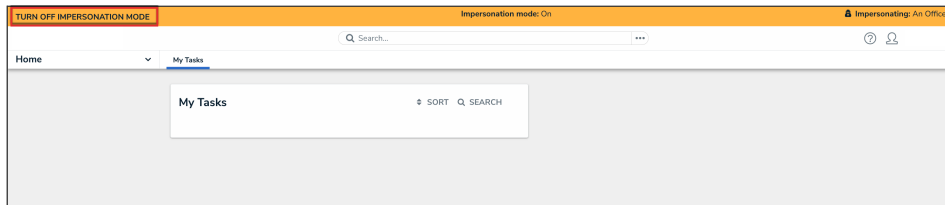
Impersonate Button

3. While in **Impersonation Mode**, the name of the user you're impersonating will appear in a yellow banner at the top of the page.



Impersonation Mode

4. To deactivate Impersonation Mode, click **Turn Off Impersonation Mode** from the yellow banner at the top of the page.



Turn Off Impersonation Mode