

Impersonate Another User

Last Modified on 04/20/2021 1:46 pm EDT

With the **Impersonation** feature, 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 admins 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.

Impersonation Mode can also be used to identify and fix any [standard form](#) conflicts for users in multiple roles. See the [Form Conflicts](#) section for more information.




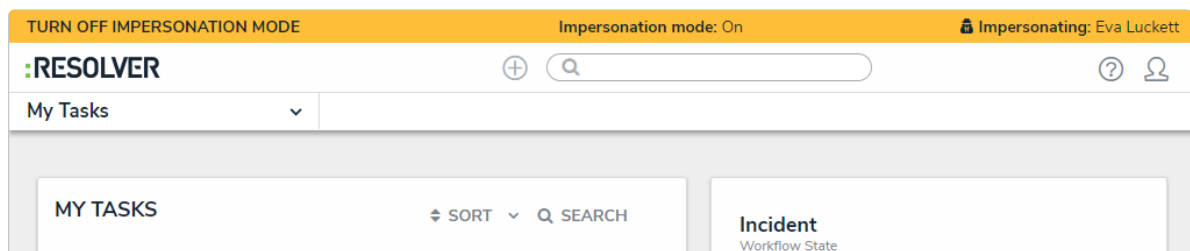
If IP authorization control is enabled on your org, your IP address will be validated against the IP allow list when activating **Impersonation Mode** and when disabling it. If your IP address cannot be validated, you'll be logged out. See the [IP Authorization Control](#) section for more details.



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

To impersonate another user:

1. Click the  icon in the top bar > **Users** in the **People** section.
2. Click the **Impersonate** button next to the user you wish to impersonate. While in **Impersonation Mode**, the name of the user you're impersonating will appear in a yellow banner at the top of the page.



Active Impersonation Mode.

3. To deactivate Impersonation Mode, click **Turn Off Impersonation Mode** to the left of the banner.