Change the account owner's or a manager's email

How to update the sign-in email for an administrator account, and transferring ownership.

For: Administrators, Managers · Updated November 16, 2026 · https://hipaacertify.com/support/article/change-owner-email

There's no screen yet for changing an administrator's own sign-in email. Our support team does it for you. We typically respond within 24 business hours.

What to send us

Contact support from a known address and include:

- your organization name
- the **current** sign-in email
- the **new** email address
- whether anyone else at your organization already uses the new address in HIPAA Certify, for example as an employee

We move the new address onto the existing administrator account, so the **password, organization, settings and history stay the same**. Afterward, sign in with the new email and your current password. Weekly reports and billing emails go to the new address.

> **TIP**
>
> **Don't** add the new address as an employee or manager first and then delete it. A deleted account keeps its email reserved, and that makes the change harder.

Transferring ownership

If the account owner is leaving, contact support with the new owner's name and email. We'll confirm the request with your organization before making the change.

To change an **employee's** email, you can do it yourself. See Edit an employee.

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