Edit an employee's name, email, department or job title

Update an employee's details, including what to do if a new email address is "already taken".

For: Administrators, Managers · Updated November 17, 2026 · https://hipaacertify.com/support/article/edit-employee

1. Go to **Employees** and click **Edit** next to the person.
2. Change **Full Name**, **Email Address**, **Job Title**, **Department**, **Hire Date** or **Job Codes**.
3. Click **Save Changes**. You'll see **Employee [name] has been updated.**

Their training history and certificates stay with them.

Changing an email address

After you change the email, the employee signs in with the **new** address and their **existing** password.

- **Never signed in, or the invitation went to a typo?** Save the correct email, then click **Reset PW** on the Employees page. A password setup link goes to the new address.
- **Already signed in before?** Tell them to use the new email from now on.

If the new email can't be saved

The check is only about **your organization**. The same person can have an account at another organization with the same email, and that doesn't block you.

Message	What it means and what to do
This email is already used by another employee in your organization.	Someone else on your list has that address. Fix that person's email first, or remove them if they're a duplicate.
This email belongs to an administrator or manager in your organization.	Admin and manager emails can't be given to an employee. Use a different address.

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Message	What it means and what to do
This email belongs to a removed employee who has training records.	That person was removed but their training history is kept. Restore them instead: click **Add Employee** and enter that email. Their history comes back with them.
This email belongs to a removed administrator or manager account.	Contact support to reuse it.

> **NOTE**
>
> If the address belonged to a removed employee who **never had any training**, it's freed up automatically when you save. You don't need to do anything.

Department and job codes

You can only choose departments and job codes that belong to your organization.

Only **active** job codes are listed on the form. If the employee had an inactive job code, saving the form removes it.

To change the **account owner's** sign-in email, see Change the account owner's or a manager's email.

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