

Help Center / Managing employees

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 October 27, 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.

WARNING

"The email has already been taken." That address is already used by another HIPAA Certify account. That can be someone you removed, the account owner, a manager, or the same person at another organization. Don't create a second account for them. [Contact support](#) with the old and new addresses and we'll sort it out.

Job codes

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](#).

Need more help? Visit <https://hipaacertify.com/support> or contact us at <https://hipaacertify.com/contact>.