

Change someone's role or remove them

Team and account

Change what a teammate can do, or take away their access, from the Users page. Both take effect right away.

Who can do this: Owners and Admins · **Plans:** All plans

Change someone's role

1. In the left menu, click the gear icon, then **Users**.
2. Find the person under **Team members**. On a big team, use **Search members...** to look them up by name or email.
3. Pick a new role in the dropdown next to their name: **Admin**, **Editor**, **Translator** or **Viewer**. On the Catalyst plan, your custom roles are listed too. See [Create custom roles for your team](#).

User Management

5 members · 1 pending invitation

 Invite user

Team members 5

 Search members...

	Maya Chen You maya@northwind.example	 Owner
	Daniel Okafor daniel@northwind.example	Admin  
	Priya Raman priya@northwind.example	Editor  
	Lukas Weber lukas@northwind.example	Translator  
	Sofia Alvarez sofia@northwind.example	Viewer  

Pending invitations 1

	lena.fischer@northwind.example PENDING Lena Fischer · sent 10 seconds ago		Translator 	 Resend	Revoke
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1 Pick a new role next to their name. It applies at once

Role changes and removals apply immediately.

The new role applies at once, and a message confirms the change. Not sure which role to pick? See [Roles and permissions](#).

Someone hasn't accepted their invitation yet? Change the role in the invitation's dropdown under **Pending invitations**. It applies when they join.

Remove someone

1. On the **Users** page, click the bin icon next to the person's name.
2. In **Remove this user?**, click **Remove user**.

They lose access to this help center immediately. Their articles and comments stay, and their seat is free for someone else. Their HelpCenter.io account isn't deleted, and they keep access to any other help centers they're on.

Removing an Admin or changing their role? The API keys they created stop working as soon as they're no longer an Owner or Admin. First switch any integration that uses one of their keys to a key created by an Owner or Admin who stays. See [Create an API key](#).

To cancel an invitation nobody has accepted yet, click **Revoke** next to it under **Pending invitations**, then **Revoke invitation**.

The owner

The owner has a crown next to their name instead of a role dropdown, because the owner's role can't be changed. To hand a help center over to someone else, contact support. See [Change your email, transfer ownership or delete your account](#).

Troubleshooting

"The role could not be changed. Please try again." Reload the page and try again. Only Owners and Admins can change roles.

A removed person can still read the help center. If your help center is public, anyone can read it. Removing someone takes away their dashboard access and their access to a private help center.

Related articles

- [Create custom roles for your team](#)

- [Roles and permissions](#)
- [Invite your team](#)