How can I change the portal admin?

Deployteq - Suzanne Martens - 2025-10-06 - Comments (0) - Accounts and logging in

What exactly is a portal admin?

Within a Deployteq portal, there can only be one account that is the portal admin. The person assigned this account is designated by the organization when creating the portal. This user, the portal admin, can then create the necessary user accounts and assign them the appropriate roles and permissions.

The portal admin can also grant other accounts the role of administrator, which allows those users the same capabilities as the portal admin. For the portal admin, no roles or permissions need to be set up; this account can do everything by default within the portal.

The portal admin account is responsible for user management within an organization. All other user accounts within an organization must request this from their portal admin or another user with sufficient permissions.

Note

Attention!

We recommend **not** performing your daily tasks with the portal admin role, but rather with another user account that you, for instance, give the administrator role. With this account, you can then set up integrations or install apps. It is not advisable for an integration like OAuth2 for example to have the permissions set on the portal admin account.

Changing the portal admin

If the portal admin leaves the company or takes on a different role, the portal admin rights must be transferred to another user. A portal admin can transfer their account to another user by simply changing the details of the portal admin account and sharing these details with the new portal admin.

In the event that the portal admin has already left the company and can no longer transfer the login details to their successor, a written request can be submitted to Deployteq Support to transfer the rights. This request must be made by the contract responsible, i.e., the person who signed the contract with Deployteq on behalf of the company. If this person is no longer available, the request can also be submitted by the E-commerce manager. If that is also not an option, the request can be directed to the Deployteq account manager, who can then submit the request to Deployteq Support.

This procedure **only** applies if the portal admin has left the company and can no longer transfer the rights themselves, not if they are temporarily absent or on vacation and forgot to transfer the rights.