Edit an existing Authorized Contact

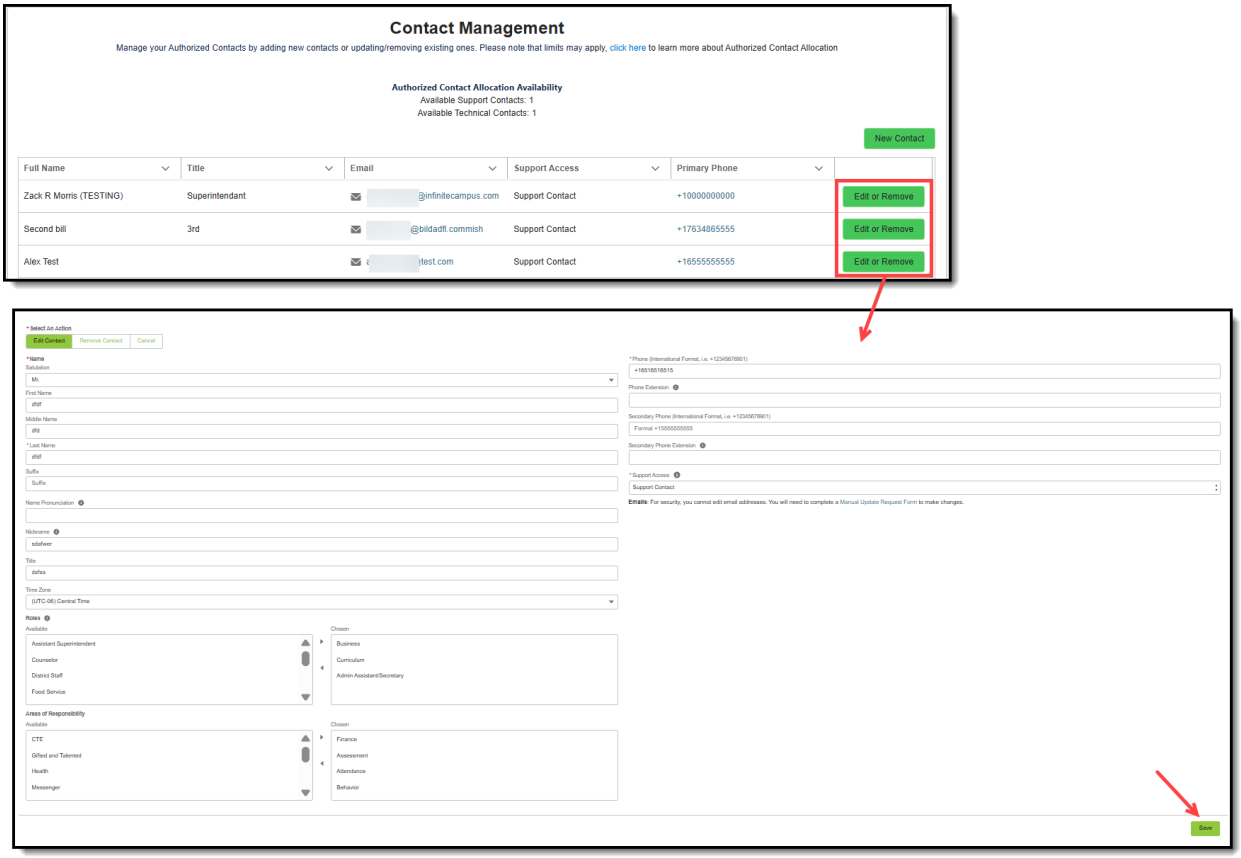
Last Modified on 11/25/2026 10:14 am CST

This guide explains how to edit an existing Authorized Contact.

Before you start

- You must have access to the Support Portal.
- You must be an active contact who is a Technical Contact or a Support Contact for the customer account. This information can be found under the Support Access field in your contact record. Any other level of support access cannot perform the steps in this guide.
- Each district has authorized contact limits that govern the total number of users who can be added in the Contact Management tool.

Edit a contact



1. Log in to the Campus Support Portal.
2. Locate the Contact Manager by either:
    1. Selecting your profile icon in the upper right-hand corner and navigating to My Account > Account Information > Contact Manager
    2. Click **Modify Authorized Contacts** on the homepage or case creation page.
3. Click the **Edit or Remove** button corresponding to the user who needs editing. The Edit Contact editor will appear.
4. Make the appropriate edits, then click **Save**.

- Support Level Access: You can move a user from Technical Support to Support Contact, or vice versa.

If you need to exit this process, click the Cancel button. Due to a known limitation, the X button does not exit the screen.

Impact

The user's contact information has been saved in the system.

What's next

You've completed this task. There are no additional steps.