

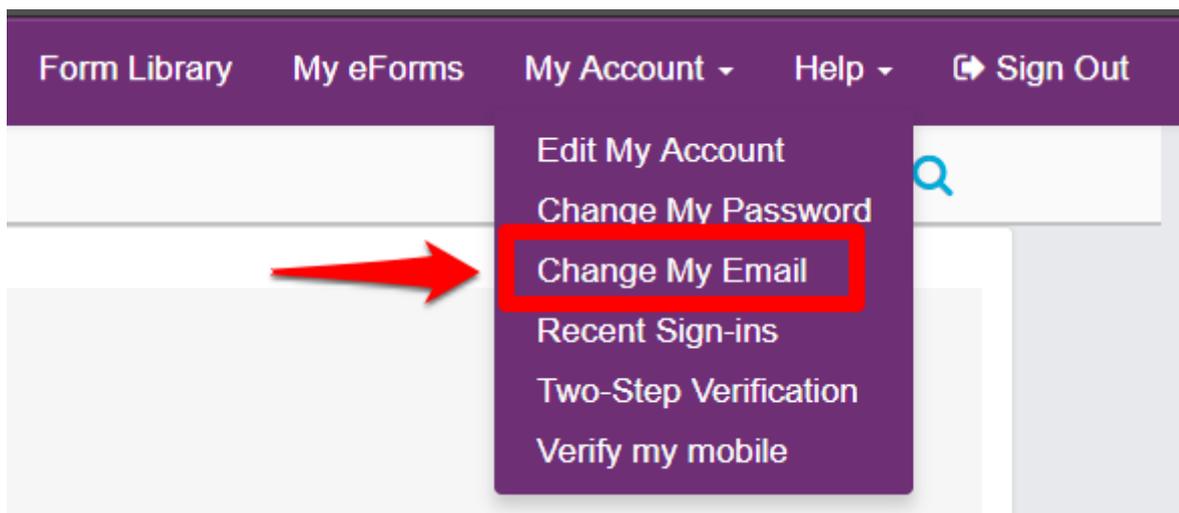


# How does a user change their email address? (Community Edition)

## For Community Edition

This article will guide Care Profile Owners (i.e., parents, adult club members, adult participants, employees, etc.) and Staff Carers (i.e., teachers, club coaches, team managers, supervisors, etc.) on how to change the email address associated with their CareMonkey account. With the CareMonkey system, it is not necessary to inform the Organisation directly of any contact detail changes (such as email, mobile phone, and physical address) because once the Care Profile Owners and Staff Carers have changed it on their end, the Administrators of the Organisation will also be notified and alerted of the change.

1. Login to your [CareMonkey](#) account using your email address and password.
2. Click **My Account** and then click **Change My Email**.



3. Put in your **new email address**, your current CareMonkey account password, and click **Save**.

## Change Your Email Address

Hi Mark,

**You will need to confirm your new email address before you can start using it.** An automatically generated email with an activation link will be sent to the new email address you put in below. Until you have activated your new email address, please continue using your original one (██████████).

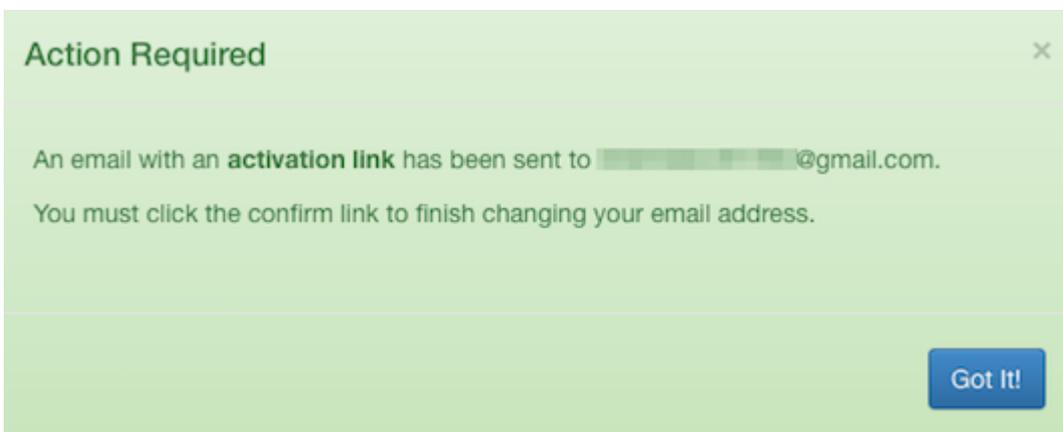
New Email Address\*

Current password\*

Save

Cancel

4. A message will pop-up informing you that **an activation link has been sent to your new email address**, along with the **activation instructions**



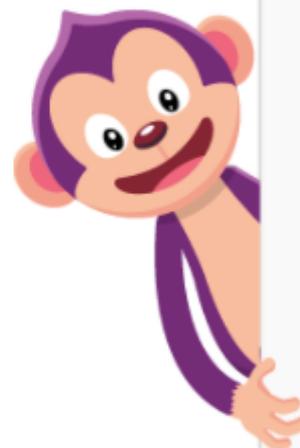
5. An email will go to your new email address to **verify the ownership** of the new email address. Please note that until you have validated your new email address, you would need to continue using your original one.

Hi Mark,

## Welcome to CareMonkey

To activate your CareMonkey account, please confirm your e-mail address by clicking this button.

[Validate my email address](#)



This will validate your email address and allow you to sign in to CareMonkey.

If you're unable to click the button above, please click the following link (or copy and paste it into your web browser).

[https://groups.caremonkey.com/users/confirmation?confirmation\\_token=Lx\\_1qzL8CuTgMq2nsJL4&user%5Bemail%5D=mark%40caremonkey.com](https://groups.caremonkey.com/users/confirmation?confirmation_token=Lx_1qzL8CuTgMq2nsJL4&user%5Bemail%5D=mark%40caremonkey.com)

If you continue to have a problem please get help here:

<http://support.caremonkey.com>

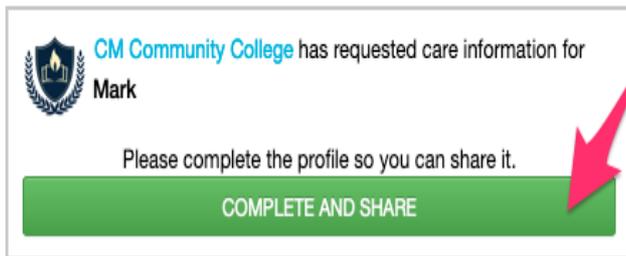
Thanks...and take care!  
The CareMonkey team

**CareMonkey is serious about your privacy**

6. Log back in to CareMonkey with the new email address and update/share your profile if required.

If your school happens to update your email in their system before you updated it in your CareMonkey, then you might see the requests below. Simply click on either to complete and update your profile.

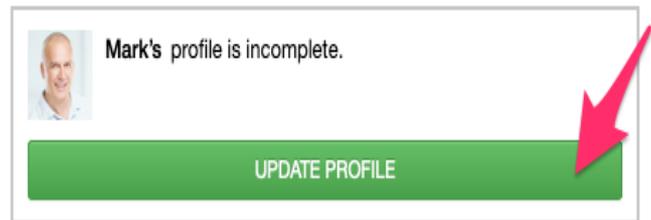
## Requests



 **CM Community College** has requested care information for **Mark**

Please complete the profile so you can share it.

**COMPLETE AND SHARE**



 **Mark's** profile is incomplete.

**UPDATE PROFILE**

### FAQs:

**Q: I do not remember my password.**

**A:** If you still have an access to your original email address or has a mobile number listed in your account, you can follow the [How does a User reset a password?](#) guide.

**Q: The new email address is already registered on CareMonkey. How can I change my current account to use that new email address?**

**A:** If the new email address is already existing on CareMonkey, the steps above will not work. The user has the option to [transfer the ownership](#) of the profile (if there's already one) to the other email address or reset the password of that account (please see the link above). For further assistance, please get in touch with CareMonkey Support via email or live chat.

**Q: I do not remember my password and I do not have access to my old email address, and my account has no mobile number listed.**

**A:** Please email [support@caremonkey.com](mailto:support@caremonkey.com) with your contact number and we'll get in touch with you to fix the problem.