# About the Change of Authority

When your account was created, the person who requested the account was given the authorization to manage the account, including adding and removing services and closing the account. This individual may also have provided an alternate authorized contact. Please note, an authorized contact always has (or can obtain) full Site Admin permissions. The individual is not required to have security permissions in your account to be an Authorized contact, and cannot be removed as an Authorized contact by deleting their RescueGroups.org user account.

If this individual is no longer available for your organization, you need to submit a Change of Authority request to us in order to change the Authorized contacts on the account.

Your Change of Authority request will remove the Site Admin role from all users except the new Authorized Contact. The Authorized Contact will then need to add the Site Admin Role back to the appropriate users. For more information on adding roles see our guide here: Assigning roles and permissions and for more information on permissions see our guide here: About roles, security, and permissions.

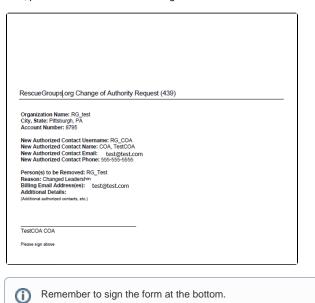
### To request a Change of Authority:

scueGroups.org Change of	Authority Request
Organization Information	
Organization Name*	
City, State*	
Account Number	
Account Humber	Leave blank if not known.
New Authorized Contact	
Username	
	Enter your user name, or if you don't have a user name please leave this field blank. If you do not provide a valid user name we will create a new user accourt
	for you.
Firstname *	
Lastname *	
Email Address *	
Phone Number*	
Additional Information	
Person(s) to be Removed *	
	The Site Admin role will be removed from all users. You will need to add this ba
	to the appropriate users.
Reason *	
Billing Email Address(es)*	
Additional Details	,
	4 📦

2. After submitting the request form, a page displays giving you further instructions. It looks like this:

To:	RescueGroups.org
	technology solutions animals can live with
	or Authority Request has been submitted, however you must also send a letter via organization letterhead for the change to be considered permanent.
Below, there	s a link that can generate a pdf for you to print on your organization's letterhead.
Mail to: RescueGroup PO Box 1245 Bowie, MD 20	
Generate Cha	ange of Authority PDF
	» Home » Contact Us » Sign-Up
	© 2002-2017 RescueGroups.org, Inc.

3. Now, print the included PDF file on organization letterhead and **be sure** to sign it.

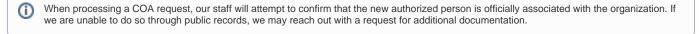


4. Scan or photograph the letter you printed and email our support team with your Change of Authorization request and be sure this information is attached. If you have an open support ticket on the topic, you can simply reply to the ticket with this attachment.

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You are also welcome to mail or fax your signed Change of Authorization as well, but this will take longer to process. (i)

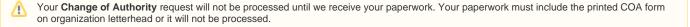
The COA will be processed as soon as we receive a hard copy or a scanned version of your official request.



#### Mail to: RescueGroups.org PO Box 1245 Bowie, MD 20718-1245

### Email to: support@rescuegroups.org

#### Fax to: 240-630-4880



# **Popular Questions**

Topics:

- animals
- animal
- 1.0
  - votes

### Linking support for an animal to payment

- 0 answers
- Andrea Homan
- Apr 24, 2024
- animals

2.0 votes

# How do I get my listings to automatically feed to Facebook?

- 2 answers
- Jennifer Myers
- Mar 20, 2024
- animals
- website
- exports facebook
- iframe

3.0 votes

## How can we embed our available or adopted animal data stored in RescueGroups.org for display on an external website service?

- 4 answers
- Whiskers & Tails Rescue Foundation
- Sept 21, 2023
- Space: Website Service Guide
- website • exports
- animals
- toolkit
- 4.0

votes

- Requests
  - 0 answers
  - Anita Lowman
  - Feb 19, 2024

- requests • animals 5.0 votes My Animal List is empty • 2 answers Tammy MullinsFeb 06, 2024 • animals 6.0 votes Add a mixed breed choice for dogs • 1 answer • Richard [RG] • Feb 27, 2014 • requests • animals • breeds • exports 7.0 votes Change default location to "no" • 1 answer Alana Woodbury • Jan 22, 2024 • animals • exports 8.0 votes What fields is the Asilomar Advanced Animal Statistics report pulling from • 0 answers Alana Woodbury • Jan 20, 2024 • animals 9.0 votes status Is there a way to view relationship from the Animal List page? • 1 answer
  - Michelle Caylor
  - Dec 08, 2023
    animals
- 10. 0

votes

status

# Can we increase the information exported to Adopt-A-Pet to include relationships?

- 1 answer
- Michelle Caylor
- Dec 08, 2023
- animals
- exports

Have a question about this topic?