

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:

1. [Complete and submit the form](https://rescuegroups.org/change-of-authority-request/) found here:
<https://rescuegroups.org/change-of-authority-request/>

The form looks like this:

RescueGroups.org Change of Authority Request

Organization Information

Organization Name *

City, State *

Account Number

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 account 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 back to the appropriate users.

Reason *

Billing Email Address(es) *

Additional Details

Additional authorized contacts, etc.

Cancel

Save

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



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

RescueGroups.org Change of Authority Request (439)

Organization Name: RG_test
City, State: Pittsburgh, PA
Account Number: 8795

New Authorized Contact Username: RG_COA
New Authorized Contact Name: COA, TestCOA
New Authorized Contact Email: test@test.com
New Authorized Contact Phone: 555-555-5555

Person(s) to be Removed: RG_Test
Reason: Changed Leadership
Billing Email Address(es): test@test.com
Additional Details:
(Additional authorized contacts, etc.)

TestCOA COA

Please sign above



Remember to sign the form at the bottom.

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.



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

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



When processing a COA request, our staff will attempt to confirm that the new authorized person is officially associated with the organization. If we are unable to do so through public records, we may reach out with a request for additional documentation.

Mail to:

RescueGroups.org
PO Box 1245
Bowie, MD 20718-1245

Email to:

support@rescuegroups.org

Fax to:

240-630-4880



Your **Change of Authority** request will not be processed until we receive your paperwork. Your paperwork must include the printed COA form on organization letterhead or it will not be processed.

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

[My Animal List is empty](#)

- 2 answers
- [Tammy Mullins](#)
- Feb 06, 2024

5. 0
votes

Requests

- 0 answers
- [Anita Lowman](#)
- Feb 19, 2024
- [requests](#)
- [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?