



Transferring or replacing the Portal Owner in Zoho Social

Transferring the Portal Owner

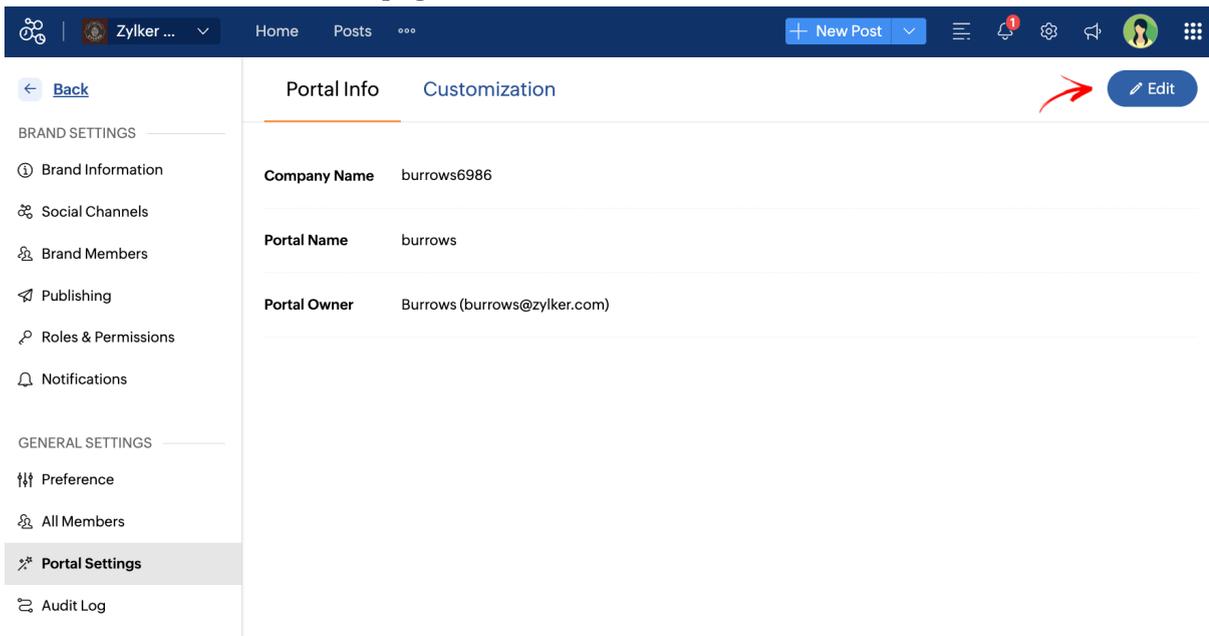
The first user who signs up for Zoho Social automatically becomes the Portal Owner. The Portal Owner is the only user who has access to manage the subscription of your account. If the Portal Owner leaves your organization, it's important to transfer ownership of the Portal to another member in the Zoho Social account.

Requirements

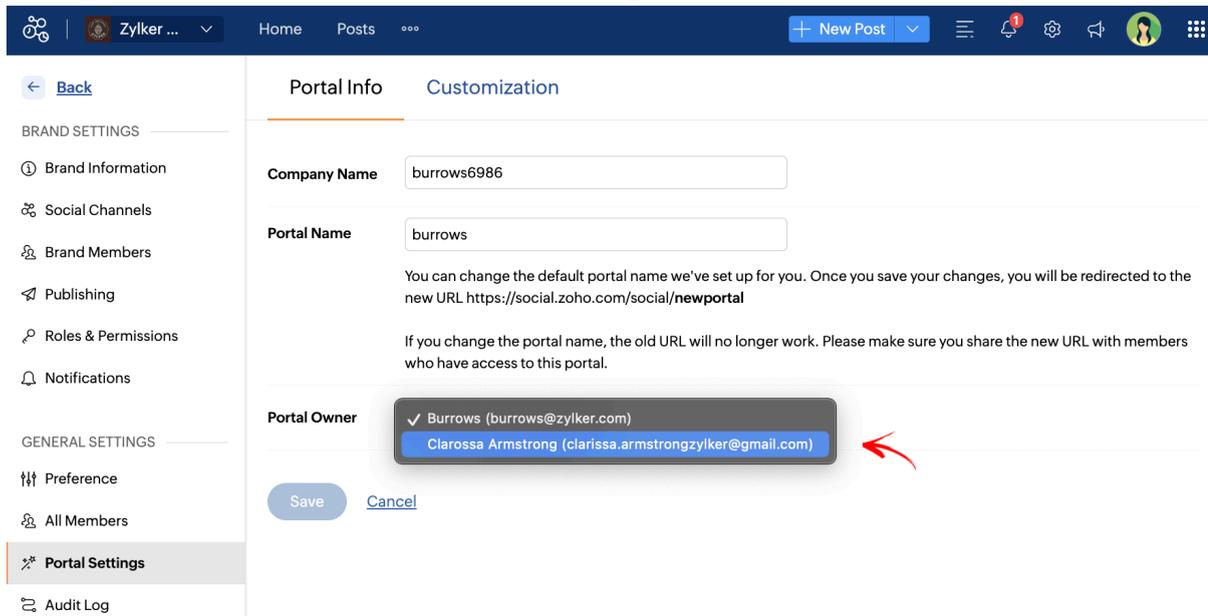
- The Portal Admin or Portal Owner can only transfer the ownership to another user in your Zoho Social account.
- Portal ownership can only be transferred to a Portal Admin. Users with Brand Admin, User, or Limited Publisher roles can't be selected as the Portal Owner.

To transfer ownership to another member in Zoho Social

1. Go to **Settings > Portal Settings**.
2. Click **Edit** in the Portal Info page.



3. Select another user from the **Portal Owner** dropdown list.



The screenshot shows the Zoho Social interface. The top navigation bar includes a logo, a user profile dropdown, and navigation links for Home and Posts. The main content area is titled 'Portal Info' and 'Customization'. Under 'Portal Info', there are fields for 'Company Name' (burrows6986) and 'Portal Name' (burrows). Below the 'Portal Name' field, there is explanatory text: 'You can change the default portal name we've set up for you. Once you save your changes, you will be redirected to the new URL https://social.zoho.com/social/newportal' and 'If you change the portal name, the old URL will no longer work. Please make sure you share the new URL with members who have access to this portal.' The 'Portal Owner' section shows a dropdown menu with two options: 'Burrows (burrows@zylker.com)' (selected) and 'Clarissa Armstrong (clarissa.armstrongzylker@gmail.com)'. A red arrow points to the second option. At the bottom of the 'Portal Owner' section, there are 'Save' and 'Cancel' buttons.

4. Click **Save**.

Replacing the Portal Owner

If you've subscribed to only one user license in your Zoho Social subscription (Standard or Professional plan), you can invite a new member and replace the Portal ownership.

An email will be sent to the new member inviting them to the Zoho Social account. Once they join, ownership will be replaced immediately.

To replace the Portal Owner

1. Go to **Settings > Portal Settings**.

2. Click **Invite Member** next to **Portal Owner**.

The screenshot shows the Zylker portal settings interface. At the top, there is a navigation bar with the Zylker logo, a dropdown menu for 'Zylker ...', and links for 'Home', 'Posts', 'Reports', and 'Upgrade'. The left sidebar is divided into 'BRAND SETTINGS' and 'GENERAL SETTINGS'. Under 'BRAND SETTINGS', there are options for 'Brand Information', 'Social Channels', and 'Brand Members'. Under 'GENERAL SETTINGS', there are options for 'Preference', 'All Members', 'Portal Settings' (which is highlighted with an orange bar), and 'Audit Log'. The main content area is titled 'Portal Info' and contains a table with the following information:

Company Name	Zylker
Portal Name	zylkersocial
Portal Owner	Patricia Boyle (patricia.b@zylker.com) Invite member

A red arrow points to the 'Invite member' link in the 'Portal Owner' row.

3. Enter the **Email address** in the popup and click **Invite**.

Invite New Member

Transfer ownership to a new member through an e-invite

* Once the user accepts the invite and joins the account, you won't be able to access the account anymore.

[Cancel](#)

[Invite](#)