

Transferring or replacing the Portal Owner in Zoho Social

Transferring the Portal Owner

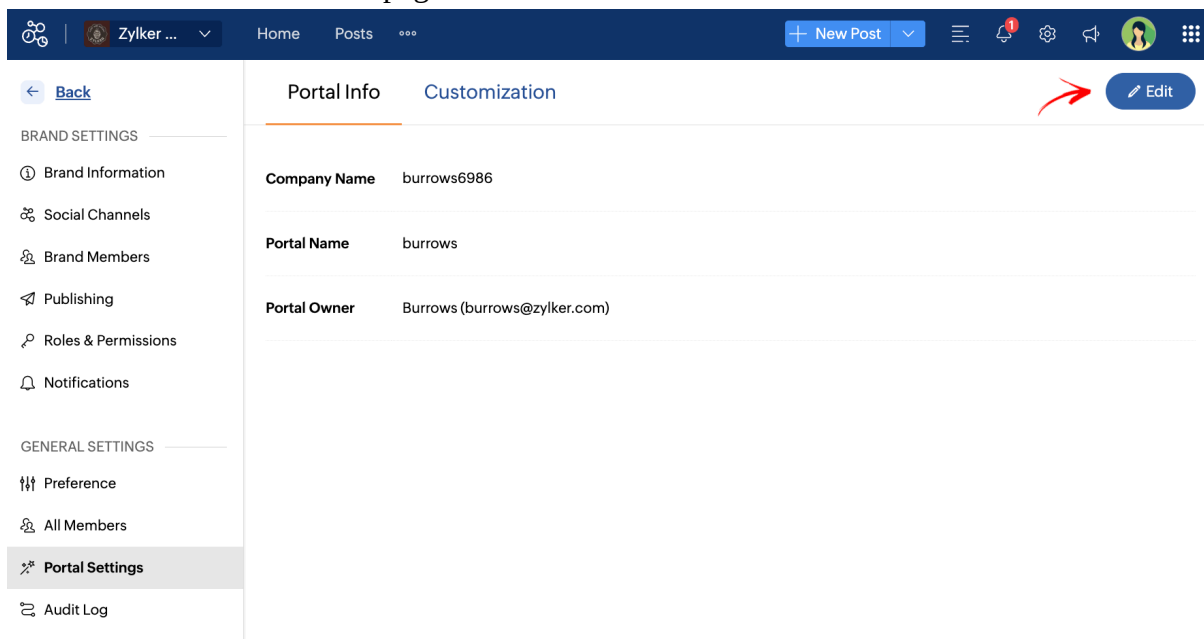
The first user who signs up for Zoho Social automatically becomes the Portal Owner. The Portal Owner is the only user who has access to manage the subscription of your account. If the Portal Owner leaves your organization, it's important to transfer ownership of the Portal to another member in the Zoho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



The screenshot shows the Zoho Social interface. At the top, there's a dark blue header with the Zoho logo, a user profile dropdown, and navigation links like Home, Posts, and a menu icon. On the right of the header are buttons for '+ New Post', a notification bell, a settings gear, a share icon, a user profile, and a grid icon. Below the header, on the left, is a sidebar with 'BRAND SETTINGS' and 'GENERAL SETTINGS' sections. Under 'BRAND SETTINGS', 'Portal Settings' is highlighted. The main content area shows the 'Portal Info' tab selected, with an 'Edit' button in the top right corner. A red arrow points to this button. The 'Portal Info' section contains three rows: 'Company Name' (burrows6986), 'Portal Name' (burrows), and 'Portal Owner' (Burrows (burrows@zylker.com)).

Portal Info	
Company Name	burrows6986
Portal Name	burrows
Portal Owner	Burrows (burrows@zylker.com)

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 links for Home, Posts, and a New Post button. The left sidebar lists various settings categories: BRAND SETTINGS (Brand Information, Social Channels, Brand Members, Publishing, Roles & Permissions, Notifications) and GENERAL SETTINGS (Preference, All Members, Portal Settings, Audit Log). The 'Portal Settings' option is highlighted. The main content area is titled 'Portal Info' and 'Customization'. It contains fields for 'Company Name' (burrows6986) and 'Portal Name' (burrows). Below the 'Portal Name' field, there is explanatory text about changing the portal name and its effect on the URL. The 'Portal Owner' section shows a dropdown menu with two options: 'Burrows (burrows@zylker.com)' and 'Clarissa Armstrong (clarissa.armstrongzylker@gmail.com)'. A red arrow points to the second option. At the bottom of the 'Portal Owner' section 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**.

Navigation: Home | Posts | Reports | Upgrade

Left Sidebar:

- BRAND SETTINGS
 - Brand Information
 - Social Channels
 - Brand Members
- GENERAL SETTINGS
 - Preference
 - All Members
 - Portal Settings**
 - Audit Log

Portal Info

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

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](#)