Impersonate an Agent

Summary

Describes how a broker or staff member can impersonate an agent to create transactions on behalf of the agent.

Before you begin

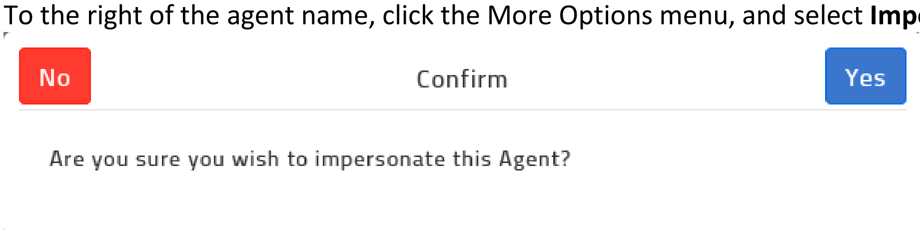
You require super user privileges to impersonate an agent.

Context

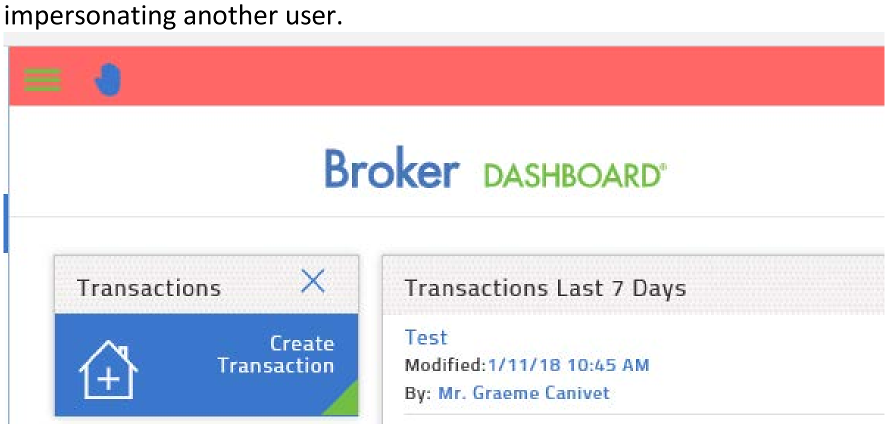
As a broker or staff member, you can create or modify transactions on behalf of an agent by impersonating the agent.

Steps

1. Log in to TransactionDesk as a super user.
2. Navigate to Broker Tools  and select **Agents**.
   The list of agents appears.
3. In the list, locate the agent you want to impersonate.
4. To the right of the agent name, click the More Options menu, and select **Impersonate**.



5. Click **Yes**.
   Your view in TransactionDesk changes to include a pink banner across the top whenever you are impersonating another user.



When impersonating another user, you are logged into the system as that user. Anything you do in the system appears as done by the other user.

6. To stop impersonating the user, click the blue hand in the upper left corner.