

How to Change the Proxy User for Zendesk

Last Modified on 01/15/2026 7:42 pm EST

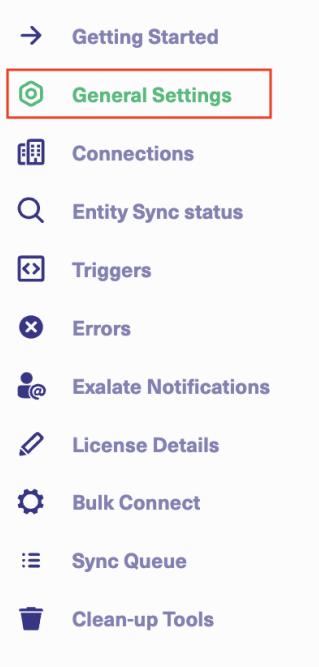
By default, Exalate sets the Zendesk instance's admin as the Proxy user during installation. However, you can change the Proxy user if required.

Note: Exalate requires a dedicated Zendesk admin as a Proxy user.

You may choose one of the following options:

Option 1 (Login as an Admin User)

1. Login with the new Zendesk admin account required to be the Proxy user.
2. Access **Exalate**, and click **General Settings** in the **Exalate Menu Panel**.



3. Click **Change Proxy User**.

General Settings

Exalate URL

<https://zendesknodelawn-glom-auca-walt.exalate.cloud>

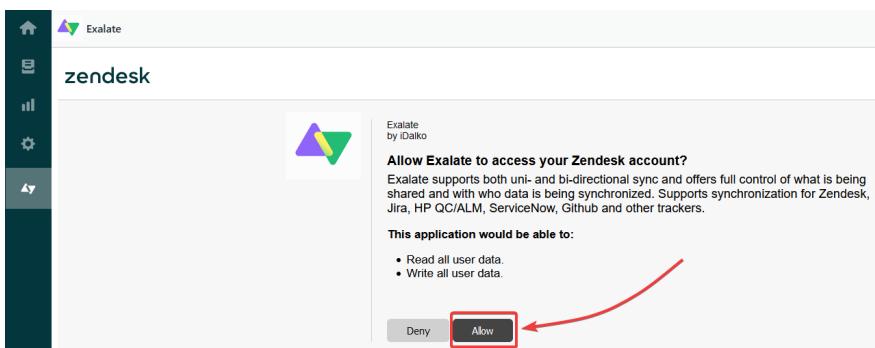
Proxy User

Francis Martens

Token

Change Proxy User

4. Click **Allow** to complete the new Proxy user change.



Exalate now refreshes the Proxy user. You can confirm it by checking under the **General Settings** tab.

General Settings

Exalate URL

<https://zendesknodelawn-glom-auca-walt.exalate.cloud>

Proxy User

Exalate Proxy

Token

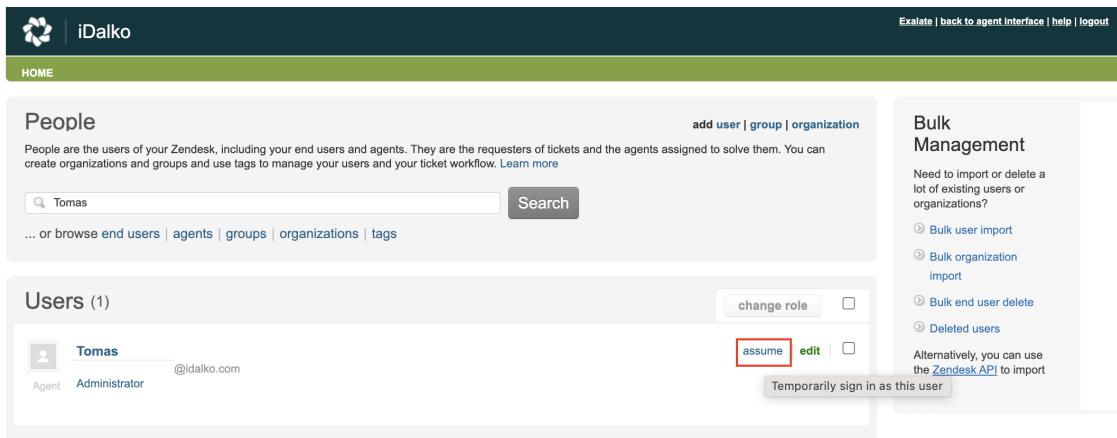
Change Proxy User

Option 2 (Impersonate as an Admin User)

Note: There is a feature available within Zendesk that allows Admins, those with full "Administrator" roles to impersonate any user (including other administrators) except for the account owner. The account owner can impersonate other Administrators, but not vice-versa.

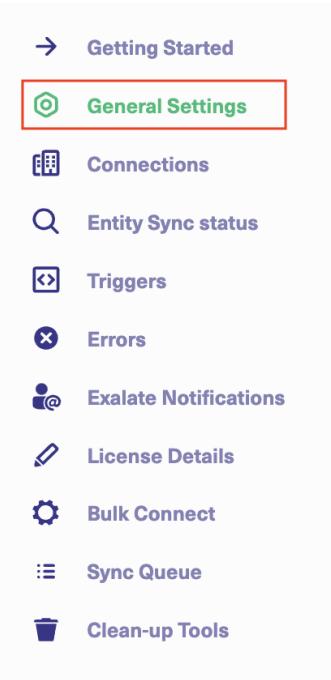
1. To impersonate an admin user, visit: <https://subdomain.zendesk.com/users>

2. Search for the new admin account required to be the Proxy user, hover over it and click **assume**.



The screenshot shows the Zendesk 'People' page. At the top, there is a search bar with the placeholder 'Tomas' and a 'Search' button. Below the search bar, there is a link to '... or browse end users | agents | groups | organizations | tags'. On the right side of the page, there is a 'Bulk Management' section with links for 'Bulk user import', 'Bulk organization import', 'Bulk end user delete', and 'Deleted users'. Below this, there is a note about using the Zendesk API to import users. In the center, there is a list of users with one user named 'Tomas' selected. To the right of 'Tomas', there are buttons for 'change role', 'assume', 'edit', and a checkbox. The 'assume' button is highlighted with a red box. Below these buttons, there is a link to 'Temporarily sign in as this user'.

3. Access **Exalate**, and click **General Settings** in the **Exalate Menu Panel**.



The screenshot shows the Exalate menu panel on the left side of the screen. The menu items are: 'Getting Started' (with an arrow icon), 'General Settings' (with a gear icon, highlighted with a red box), 'Connections' (with a building icon), 'Entity Sync status' (with a magnifying glass icon), 'Triggers' (with a double arrow icon), 'Errors' (with an 'X' icon), 'Exalate Notifications' (with a person icon), 'License Details' (with a pencil icon), 'Bulk Connect' (with a gear icon), 'Sync Queue' (with a list icon), and 'Clean-up Tools' (with a trash bin icon).

4. Click **Change Proxy User**.

General Settings

Exalate URL

<https://zendesknoden-lawn-glom-auca-walt.exalate.cloud>

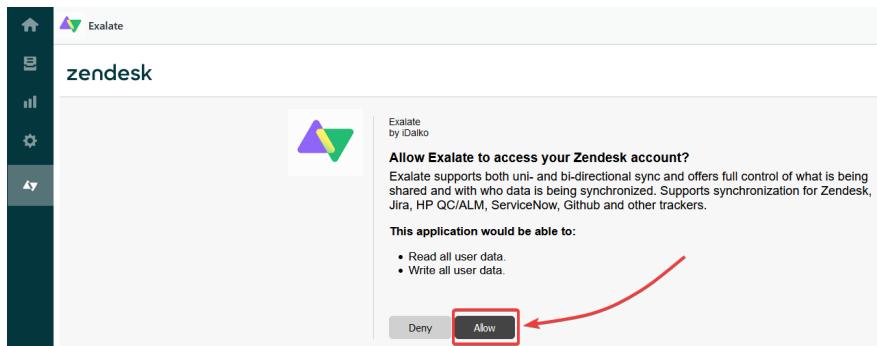
Proxy User

Francis Martens

Token

[Change Proxy User](#)

5. Click **Allow** to complete the new Proxy user change.



Exalate refreshes the Proxy user, you can confirm it by going to the **General Settings** tab.

General Settings

Exalate URL

<https://zendesknoden-lawn-glom-auca-walt.exalate.cloud>

Proxy User

Tomas

Token

[Change Proxy User](#)

6. To finish impersonation, go back to: <https://subdomain.zendesk.com/users> and click **End assume mode**.

HOME

 You are assuming another user. Any actions taken will be performed on behalf of the end user you are assuming. [End assume mode](#)

People

People are the users of your Zendesk, including your end users and agents. They are the requesters of tickets and the agents assigned to solve them. You can create organizations and groups and use tags to manage your users and your ticket workflow. [Learn more](#)

Enter the first few letters of the search term

Search

... or browse [end users](#) | [agents](#) | [groups](#) | [organizations](#) | [tags](#)

[add user](#) | [group](#) | [organization](#)

Bulk Management

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