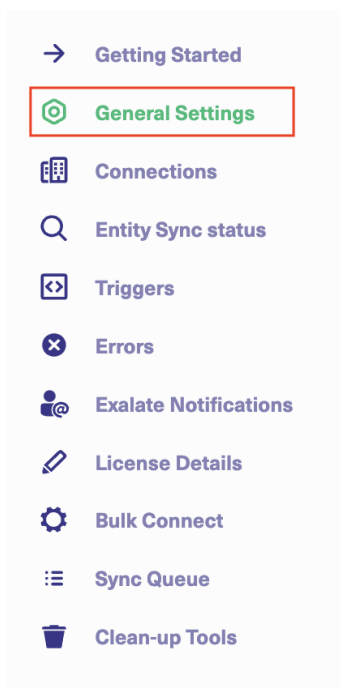# How to Change the Proxy User for Zendesk

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.**

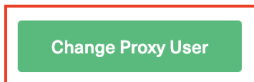3. Click **Change Proxy User.**

General Settings

Exalate URL

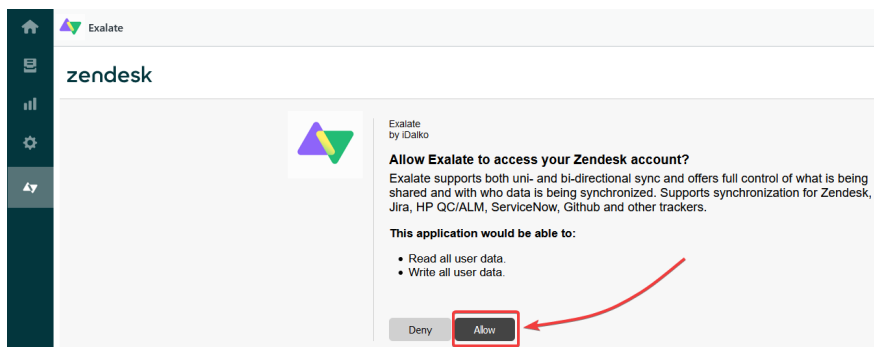https://zendesknode-lawn-glom-auca-walt.exalate.cloud

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://zendesknode-lawn-glom-auca-walt.exalate.cloud

Proxy User
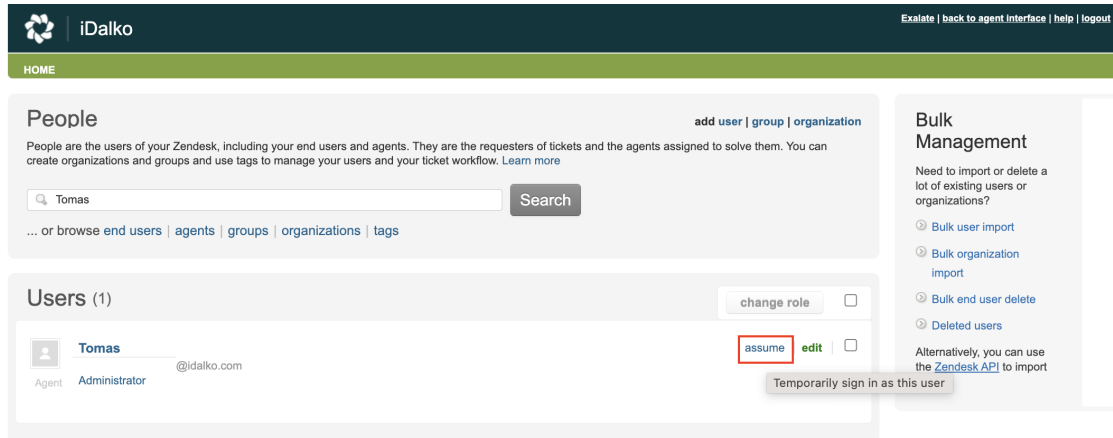
Exalate Proxy

Token
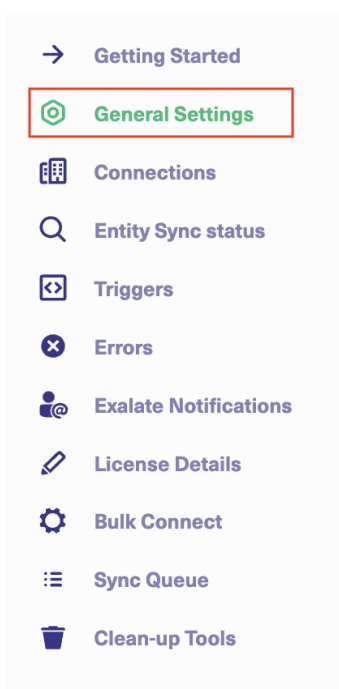
****

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.**

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

4. Click **Change Proxy User.**

General Settings

Exalate URL

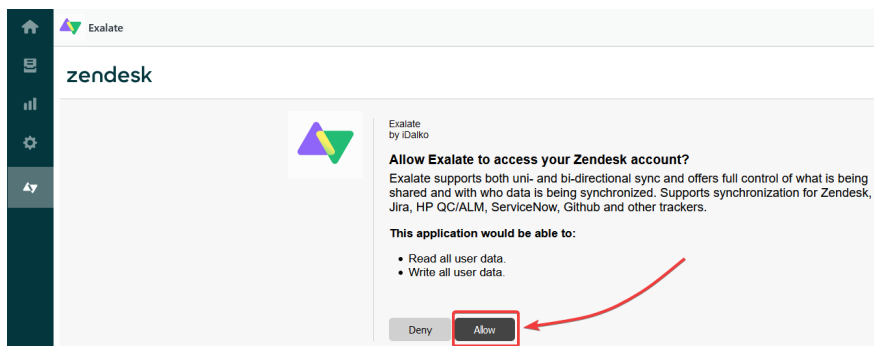https://zendesknode-lawn-glom-auca-walt.exalate.cloud

Proxy User

Francis Martens

Token

****

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://zendesknode-lawn-glom-auca-walt.exalate.cloud

Proxy User

Tomas

Token

****

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

⚠ **You are assuming another user.** Any actions taken will be performed on behalf of the end user you are assuming. End assume mode

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⚠ **You are assuming another user.** Any actions taken will be performed on behalf of the end user you are assuming. End assume mode