

Masquerading As Another User

Masquerading allows users to log in to 25Live as another user and use the application with that user's configurations, settings, permissions, and preferences.



Security Note: This Feature Requires Special Access

To access the System Settings views, your 25Live user must be in the System Administrator (-1) security group OR have a masquerade mapping permission set in System Settings > General Settings > Masquerade > [Administration](#).

If you would like any of the described settings changed for your instance of 25Live, contact your 25Live administrator.



Note

This login functionality is limited to CollegeNET domain names and will not affect Single Sign-On (SSO) authentication (SAML, Shibboleth, LDAP, etc.).

In This Article:

- [Why Log In as Another User?](#)
- [Setting Masquerade Permissions for Non-Admin Users](#)
- [How to Masquerade As Another User For Non-Admins](#)
- [How to Masquerade As Another User For System Administrators \(-1\)](#)
- [How to Return to Your 25Live User After Masquerading](#)
- [Viewing Contact Sign-in Audit Trails](#)
- [Troubleshooting](#)

Why Log In as Another User?

- **Support** - Troubleshoot user issues or fix user issues
- **Testing** - Check permissions for what objects and functions the user/group can view and access
- **New User Setup** - Set new user preferences, customize the dashboard, and select starred favorites
- **Generic User Login** - Masquerade as generic users, such as the *viewer25* or *publisher*

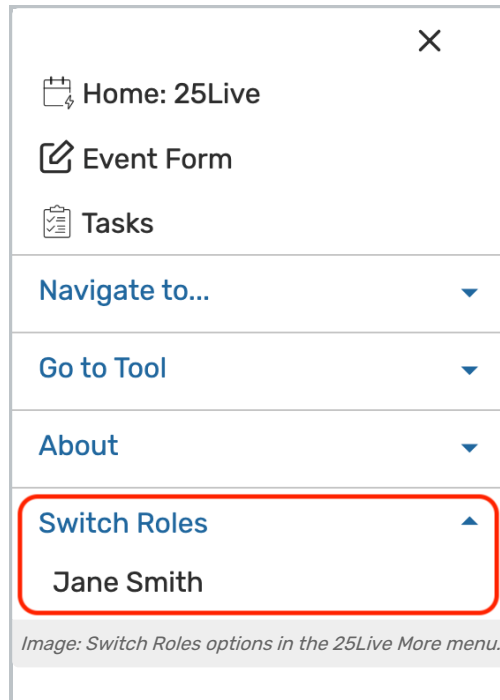
Setting Masquerade Permissions for Non-Admin Users

Please see [Setting Masquerade Administration Rights](#).

How to Masquerade As Another User For Non-Admins

1. Choose a User Under Switch Roles

Masquerading is easy for users outside of the System Administrator security group. Simply choose the user you'd like to masquerade as under the **Switch Roles** section of the **25Live More Menu**.



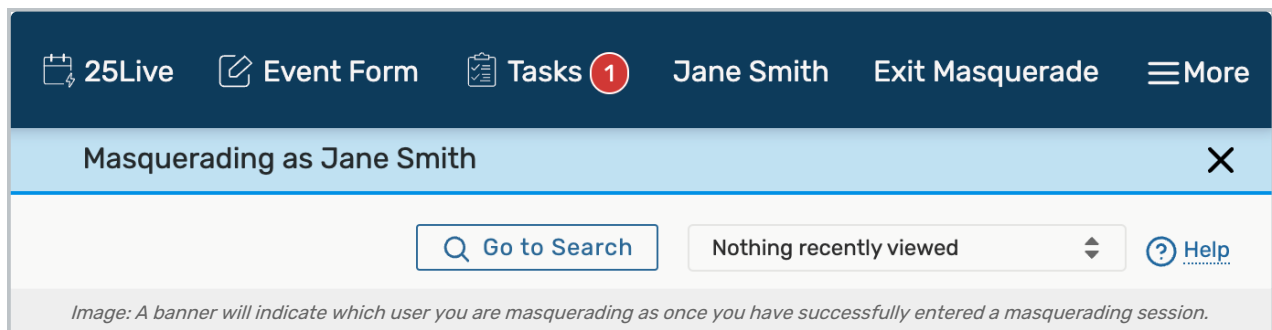
If you don't see the user you want to masquerade as, you may need contact your 25Live administrator to configure your masquerade permissions.



Note: About the Permissions Warning

Because you will be logged in as your target user, after 25Live refreshes you may see a warning to let you know the target user doesn't have permission to access the System Settings area. Go to the home dashboard as instructed in the next step to continue.

2. Go to the 25Live Home Dashboard First



Use the link on the **25Live** logo in the top navigation bar to go to the home dashboard before performing any other actions.

A banner will show that you are successful. Verify that you are now logged in as the intended target contact.

3. Continue Through 25Live As Target User

You may now continue through the application as the target user to troubleshoot support issues, check permissions, or set up a new user.



Reminder: With Great Power Comes Great Responsibility

Any action you take in 25Live will be logged as being performed as the target user you are masquerading as. Use your responsibility with caution. The audit trail will show that your own user logged in as the target user.

How to Masquerade As Another User For System Administrators (-1)

1. Go to the System Settings View, and Access the General Settings Section

The **System Settings** section is accessible from the **More** menu in [the top navigation bar](#).

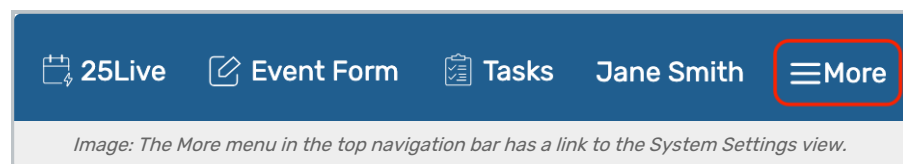
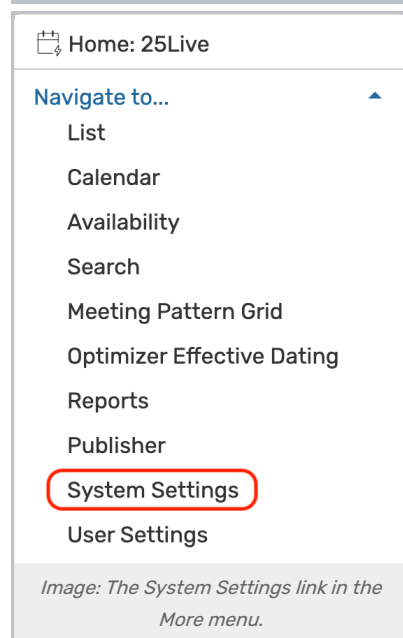


Image: The More menu in the top navigation bar has a link to the System Settings view.

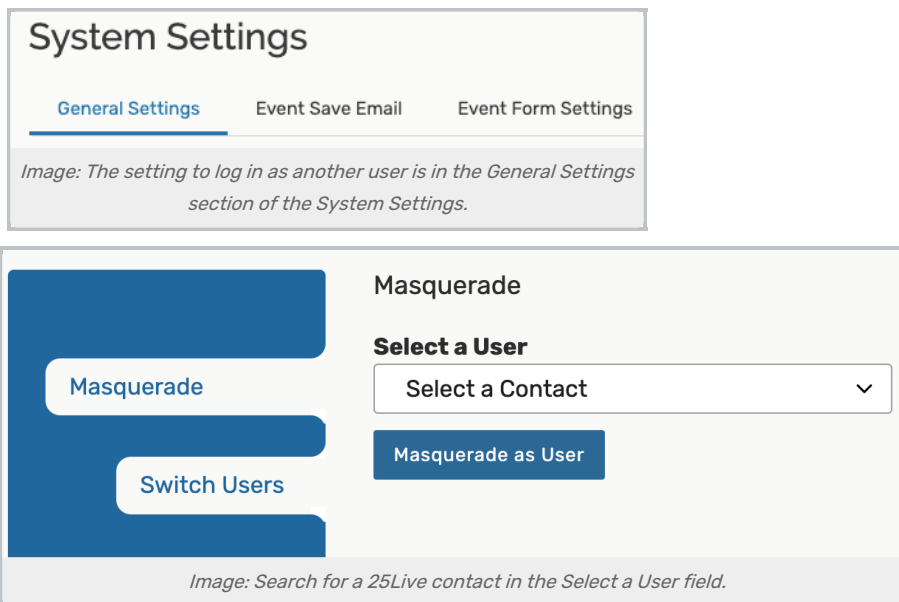


Best Practice Tip: Use Your Browser's Incognito or Privacy Mode

It's recommended that you open an incognito or private browsing tab/window in your browser to avoid overwriting your own saved user credentials, interfering with other open 25Live tabs/windows, or affecting

your experience with SSO authentication.

In the left-hand menu of the **General Settings** section, select **Masquerade > Switch Users**.



2. Search for Target User

Select the 25Live contact you wish to login as via the **Select a user** dropdown search menu.

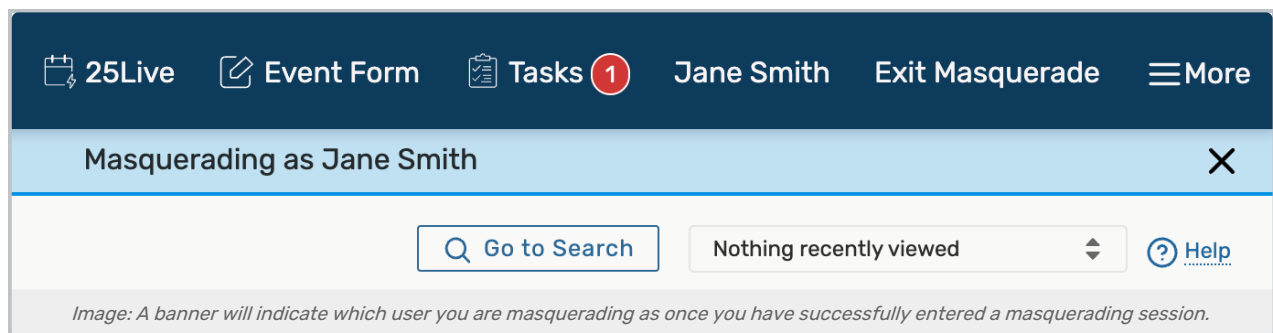
Use the **Masquerade as User** button to confirm your choice, then wait for the application to refresh automatically.



Note: About the Permissions Warning

Because you will be logged in as your target user after 25Live refreshes, you may see a warning to let you know the target user doesn't have permission to access the System Settings area. Go to the home dashboard as instructed in the next step to continue.

3. Go to the 25Live Home Dashboard First



Use the link on the **25Live** logo in the top navigation bar to go to the home dashboard before performing any other actions.

A banner will show that you are successful. Verify that you are now logged in as the intended target contact.

4. Continue Through 25Live As Target User

You may now continue through the application as the target user to troubleshoot support issues, check permissions, or set up a new user.

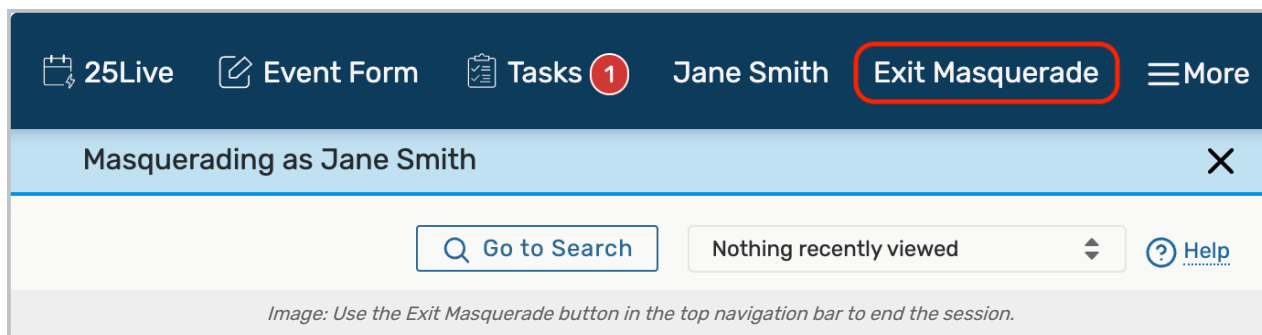


Reminder: With Great Power Comes Great Responsibility

Any action you take in 25Live will be logged as being performed as the target user you are masquerading as. Use your responsibility with caution. The audit trail will show that your own user logged in as the target user.

How to Return to Your 25Live User After Masquerading

1. When You Are Finished, Exit Masquerade



Use the **Exit Masquerade** button in the top navigation bar to leave the masquerade session.

2. Log In With Your Own Username

Sign back into 25Live with your own user credentials or Single Sign-On authentication. You may then continue with your own actions in the application or go back to System Settings to masquerade as a different user.

Viewing Contact Sign-in Audit Trails

Contact sign-in history is available to view in System Settings > General Settings > User Activity > Signed-In Users.

When a user masquerades as another user, the user's audit trail will show they logged in as the target user.

Troubleshooting

A user who could masquerade as others cannot anymore

- Verify that they still have a valid [masquerade mapping](#) rule in place.