Can I change my username or email for the IC portals

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You cannot change your login identifier to our systems, the email address you use behind the login can be changed or additional aliases added but your login is fixed. If you require a change then create a new user or have your admin create a new user and then remove the old one.

Users are linked to accounts and correspondence is linked within the system via the email address but if you email us we can merge the data together into your newly created user and de-activate the old user. Please raise a ticket or contact us via email from a registered admin address to enact your changes.

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