

How to Change the Proxy User for Zendesk

Last Modified on 03/18/2024 5:40 am EDT

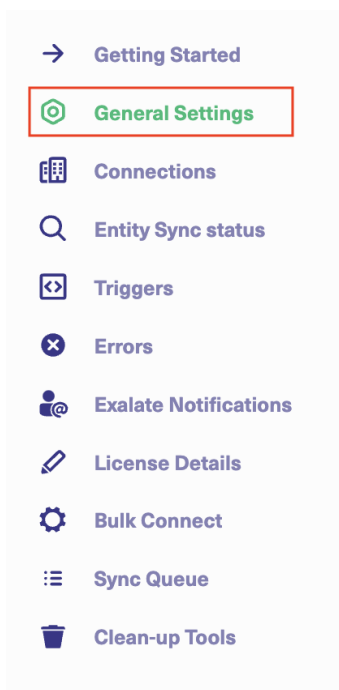
By default, Exalate sets the Zendesk instance's admin as the Proxy user during installation. However, you can change the Proxy user if required.

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

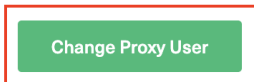
Exalate URL

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

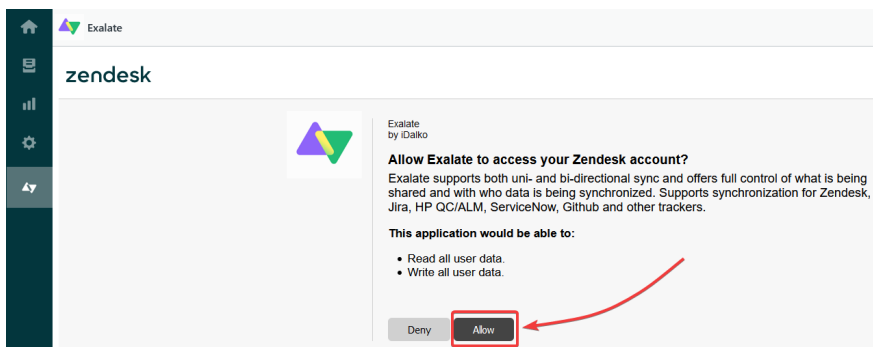
Proxy User

Francis Martens

Token



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

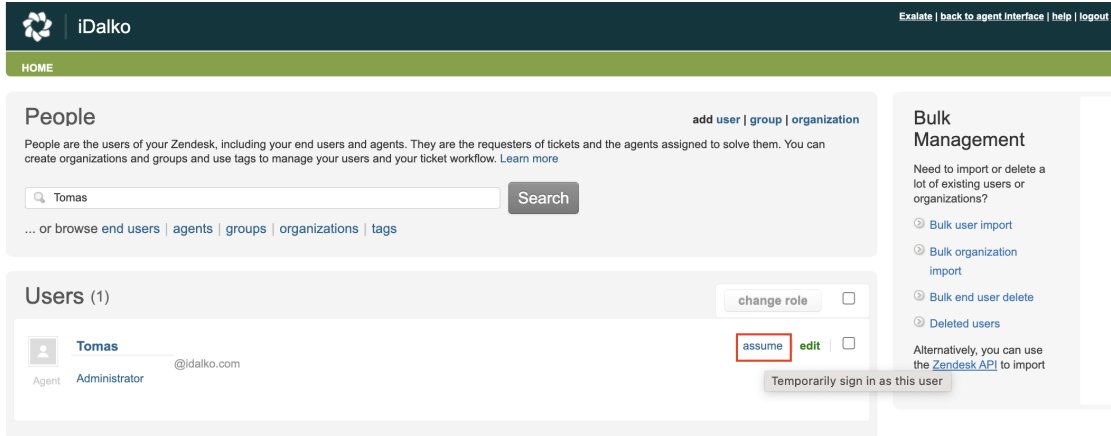
Token



Option 2 (Impersonate as an Admin User)

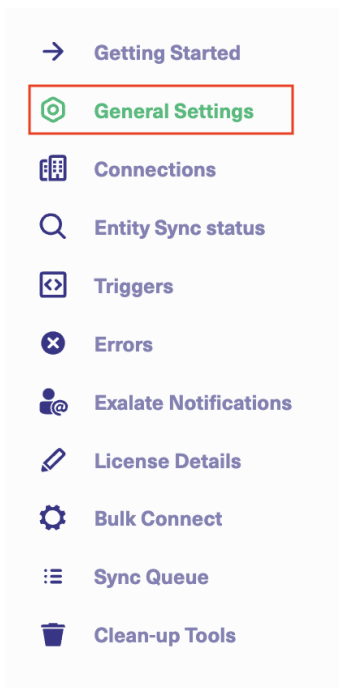
Note: There is a feature available within Zendesk that allows Admins, those with full "Administrator" roles to impersonate any user (including other administrators) except for the account owner. The account owner can impersonate other Administrators, but not vice-versa.

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 Admin Center interface. At the top, there's a navigation bar with the iDalko logo and links for 'Exalate', 'back to agent interface', 'help', and 'logout'. Below that is a 'HOME' banner. The main content area is titled 'People' and includes a search bar with 'Tomas' entered. A 'Search' button is next to it. Below the search bar, there are links for 'agents', 'groups', 'organizations', and 'tags'. A user card for 'Tomas' is displayed, showing the role 'Agent Administrator' and the email '@idalko.com'. The 'assume' button is highlighted with a red box. To the right, there is a 'Bulk Management' sidebar with options like 'Bulk user import', 'Bulk organization import', and 'Bulk end user delete'.

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



The screenshot shows the Exalate Menu Panel. The menu items are: Getting Started, General Settings (highlighted with a red box), Connections, Entity Sync status, Triggers, Errors, Exalate Notifications, License Details, Bulk Connect, Sync Queue, and Clean-up Tools.

4. Click **Change Proxy User**.

General Settings

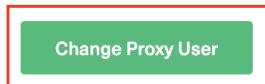
Exalate URL

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

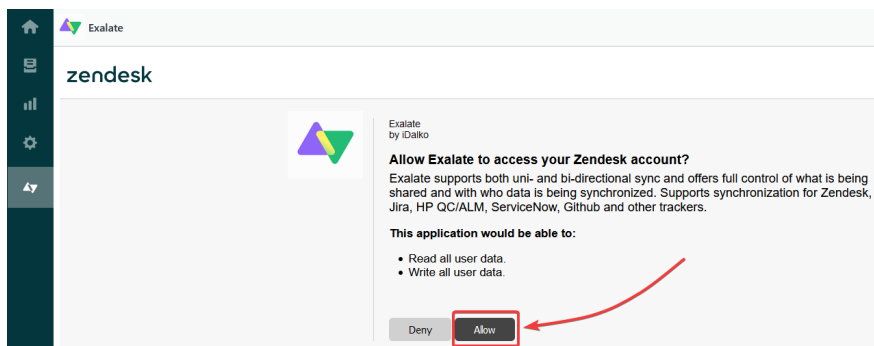
Proxy User

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](#)

People

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

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](#)

Search

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

Bulk Management

Need to import or delete a lot of existing users or organizations?

- [Bulk user import](#)
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