

How to upgrade a User from External to...



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Oct 14, 2008

As it seems I can't have 2 users with the same email address, how do I change a user that was external (just to view documents) to a full Clearspace user? I can only disable the user and not delete it, so I can't remove it and start again either.

Tags: user_admin



[jongarrison](#) 29 posts since

Nov 16, 2007 1. **Re: How to upgrade a User from External to full Clearspace user** Dec 23, 2008 11:41 AM

In your installation of Clearspace, what is the difference between an external and full user of Clearspace. Is it just a matter of permissions for the individual user? If so, you can go to your Admin Console > Communities Tab > Permissions Sub-Tab. You can elevate the permissions for a specific user for a given community. Depending on how you limit the permissions of users there may be other places that you would need to make a change too.

-Jon

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[shetheri](#) 4 posts since

Oct 14, 2008 2. **Re: How to upgrade a User from External to full Clearspace user** Dec 24, 2008 7:43 AM

The external user was created when I allowed an external email address access to view a document in Clearspace. This email then becomes a user in Clearspace, but does not take up a full seat license. This is a great feature, but when I now want to make this user a full fledge Clearspace user, I cannot create a new user with the same email address even if that email/user account is disabled. I need to be able to fully delete the user account to do this.

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I checked as you suggested about using the space permissions, but external users are not listed with the user picker. So I can't use that either. Thanks though.

SHH