

# Account Administrators

An **Account Administrator** is a specific type of user within SurveyGizmo and has administrative capabilities that general SurveyGizmo users do not.

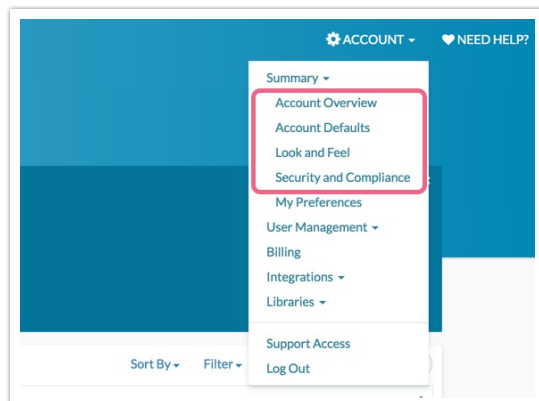
By default, each SurveyGizmo account has one Account Administrator.

How do I know if I am an Account Administrator?

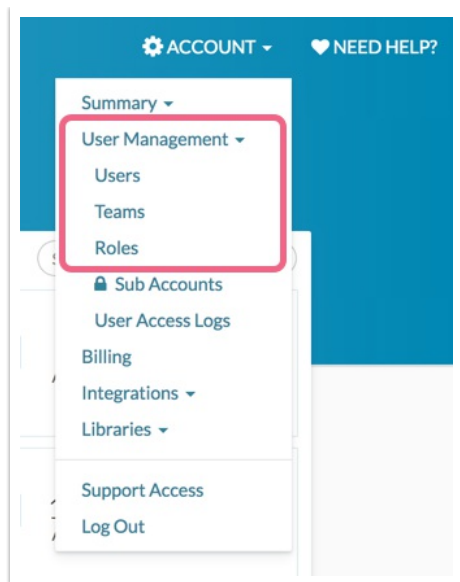
If you have a SurveyGizmo CE account, the user that purchased the account is the Account Administrator.

For a SurveyGizmo Enterprise Account, the simplest option is to access your **Account** menu when logged into SurveyGizmo. An Account Administrator has access to several menu options (depending on License) that a general user cannot access (highlighted below).

- Under **Account > Summary** admins will have the Account Overview, Account Defaults, Look and Feel, and Security and Compliance options:



- SurveyGizmo Enterprise Admins will also have access to **User Management** under the Account menu.



- Admins will also have access to **Billing** under the Account menu.
- Finally, admins will have access to a number of items under the **Integrations** menu that non-admin users do not.

If you are an Account Administrator on a SurveyGizmo Enterprise account and want to determine whether your account has additional admins, you can view this information under **Account > User Management > Users**. Admin users are indicated by the star symbol on the main user screen.

Users						
Username	Status	Email	License	Add-ons	Course	Department
<input type="checkbox"/> Jane Smith	Active	jane.smith@example.net	Full Access	★	Share Methods	Support
<input type="checkbox"/> Jon Smith	Active	jon.smith@example.net	Full Access		Survey Building	Support

If you have purchased additional admin seats, you can assign admin privileges to an existing user by clicking on the user and selecting **Account Admin** under **Permissions**.

What can Account Administrators do?

There are a number of tasks and options that only Account Administrators have access to. These are listed below.

## **Update Account Contact and Billing Information**

Account Administrators can update account contact and billing information if needed. Learn more [here](#) .

## **Add and Manage Licenses and Users**

Within SurveyGizmo Enterprise accounts, Account Administrators can [purchase and manage user licenses](#) . Admins can also [add](#) new users and [manage](#) user permissions (depending on Plan level).

## **Create and Manage Email Lists**

[Email Lists](#) are available to Account Admins via the Account menu. Here, admins can upload and manage contact lists for recurring use in Email Campaigns.

## **Pay and Manage Invoices**

Via **Account > Billing**, Account Administrators can pay, download, print, or email invoices. Learn more [here](#) .

## **Configure Integrations**

Admins can connect their SurveyGizmo accounts to external applications such as [Salesforce](#) , [LMS](#) , [Salesforce Marketing Cloud](#) , [Stripe](#) , [Google](#) , [Custom Email Settings \(SMTP, DKIM & SPF\)](#) and more (Integrations available are dependent on plan level).

## **Manage Account Settings**

Account Administrators have access to a number of account settings such as setting up [Branded Subdomains](#) , [Private Domains](#) , or [Intercept Beacons](#) . They also have the ability to [manage](#) and restrict API access.

## **Download a List of All Projects**

Via the SurveyGizmo Dashboard, Account Administrators can [download](#) a list of all surveys on the account.

## **Delete Folders**

Only Account Administrators can delete folders from the SurveyGizmo home page.

## **Permanently Delete Data**

Account Admins are able to permanently delete:

- [Individual Responses](#)
- [Surveys](#)

### **Configure a Data Retention Policy (DRP)**

Within SurveyGizmo, the [Data Retention Policy \(DRP\) Settings](#) allow Account Administrators to specify how long survey responses should be retained.

### **Perform Survey Transfers**

Account Administrators have the ability to [initiate and execute survey transfers](#) between accounts (including between data centers - US, EU, and CA).

### **Revoke Other Users' Ability to Grant Support Access**

Users must grant access to SurveyGizmo Support Staff before support can access their SurveyGizmo Account. Account Administrators [can revoke this ability](#) for other users on their account.

### **User Data Fields & Questions**

Only Account Administrators can configure [User Data Fields](#) for their account. They are also able to add [User Data questions](#) to a survey to utilize the created data fields.

### **Require Multi-factor Authentication for All Users on the Account**

Account Administrators can enable account-wide Multi-factor Authentication via **Account > Summary > Security and Compliance** . Visit the [Multi-factor Authentication documentation](#) for setup instructions.

## Change Account Administrator Email

You may at times need to update the email address associated with the Account Administrator. You have several options for this. Learn more about [changing your Account Administrator](#) .

Related Articles