

# Changing Account ID Numbers

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This article details how to change a customer account number.

In order to complete this action, there may be no active alarms in the alarm queue for this customer or any related customers (main/sub, master/related to master).

1. Load the customer record to change.
2. Navigate to the Tools menu within the Operator Workstation.
3. Select Change Customer ID.
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4. Enter the new Customer ID, and click Change.
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5. Validate your password.
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## Additional Information:

It is not possible to change account numbers on accounts that currently have alarms active in the alarm queue. If you experience a “router error” when changing an account ID; you may need to disconnect the accounting company ID change the account number then re-link it.