

Updating Email Address for Existing SAGE User Account

This guide applies only to existing SAGE users. If your email address has changed, do not create a new account.

You must update both:

1. Your preferred email address (primary contact method), AND
2. Your account username (the email address you use to log in to SAGE).

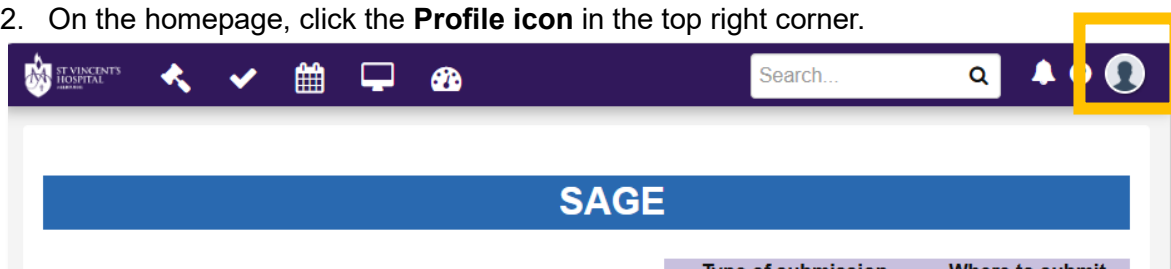
Your preferred email address must always match your SAGE username. This is case-sensitive, so we recommend entering both in lowercase to avoid errors.

Once you have completed the two steps below, log in to SAGE using your new username to access your existing projects. All future correspondence will be sent to the updated email address.

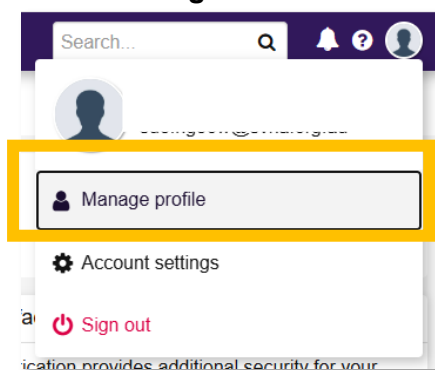
For questions or assistance, please contact research.directorate@svha.org.au.

Step 1. Update Preferred Email Address (contact method)

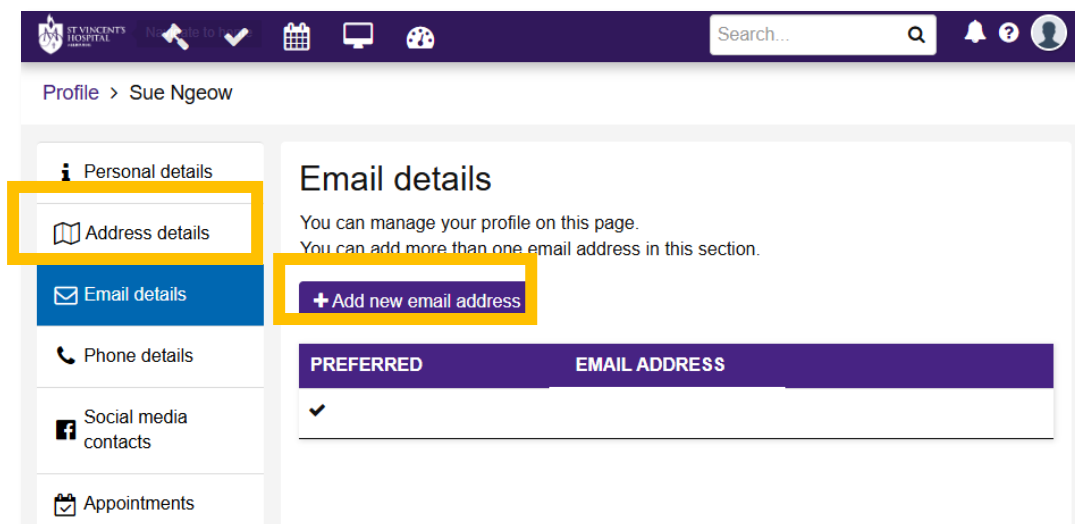
1. Log in to SAGE using your current (old) email address.
2. On the homepage, click the **Profile icon** in the top right corner.



3. Select "**Manage Profile**".



- From the left-hand panel, choose “**Email Details**”.
Click “**+ Add new email address**”.



Profile > Sue Ngeow

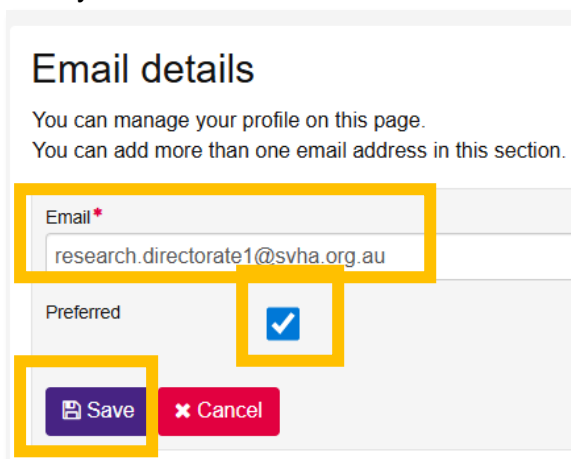
Email details

You can manage your profile on this page.
You can add more than one email address in this section.

+ Add new email address

PREFERRED	EMAIL ADDRESS
<input checked="" type="checkbox"/>	

- Enter your **new email address** in *lowercase*, tick the “**Preferred**” box, click **Save**.



Email details

You can manage your profile on this page.
You can add more than one email address in this section.

Email *

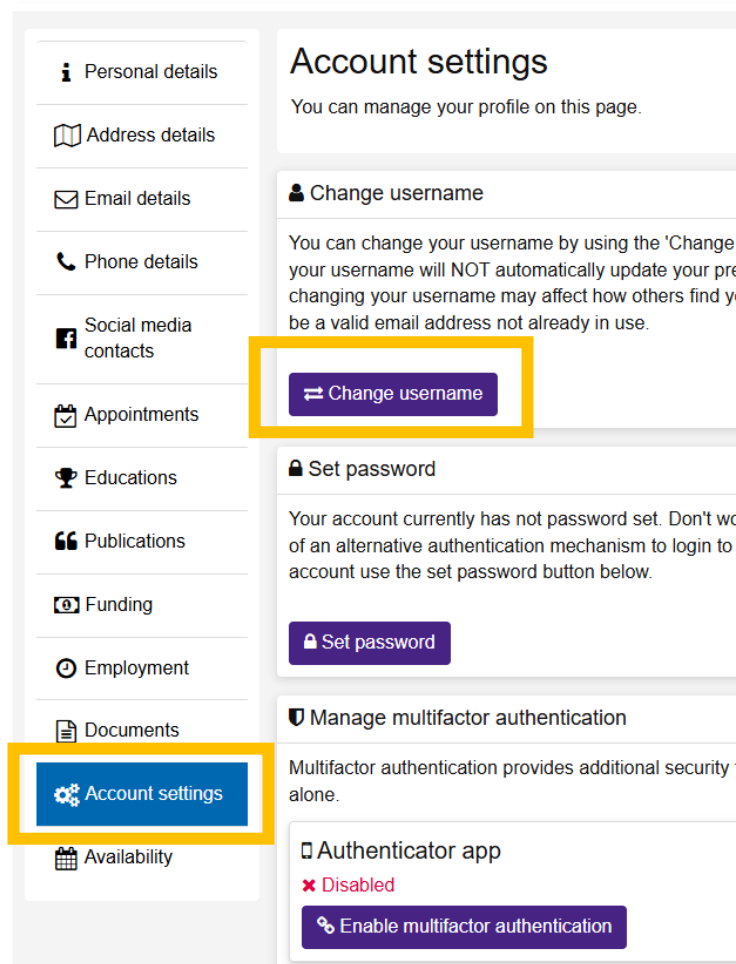
research.directorate1@svha.org.au

Preferred ☒

Save **Cancel**

Step 2. Update Username (login method)

- In the left-hand panel, select **“Account Settings”** → **“Change Username”**.



Account settings

You can manage your profile on this page.

Change username

You can change your username by using the 'Change username' button. Your username will NOT automatically update your profile. Changing your username may affect how others find you. It must be a valid email address not already in use.

Change username

Set password

Your account currently has not password set. Don't worry, you can set one up. If you have an alternative authentication mechanism to login to your account use the set password button below.

Set password

Manage multifactor authentication

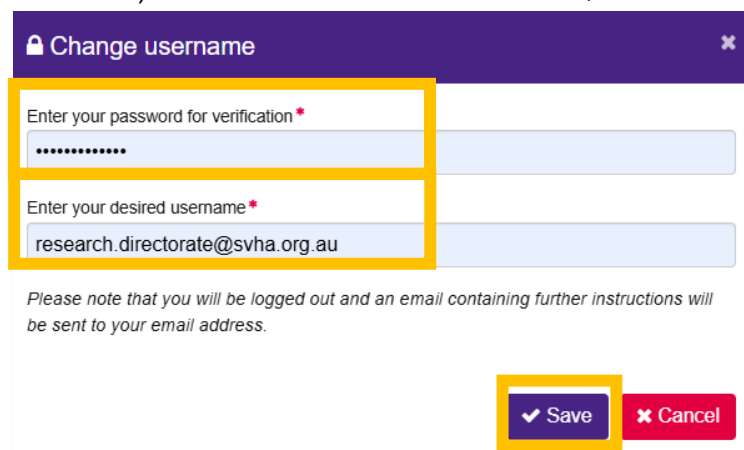
Multifactor authentication provides additional security to your account.

Authenticator app

✖ Disabled

Enable multifactor authentication

- Enter your current password for verification, then type your new email address (in lowercase) into the “Desired Username” field, and click Save.



Change username

Enter your password for verification *

.....

Enter your desired username *

research.directorate@svha.org.au

Please note that you will be logged out and an email containing further instructions will be sent to your email address.

Save **Cancel**