

# Eagle Eye Application Note - AN098

## Using the Account Switcher

2025-03-04 Revision 1.0

### Target Audience

This Application Note is intended for Brivo Eagle Eye VMS users and administrators who have more than one user in the Brivo Eagle Eye VMS and need to access all of them without having to use a separate password.

### Introduction

The Account Switcher feature resolves a prior limitation in the Brivo Eagle Eye VMS that prevented a single user from being associated with multiple accounts.

Now, with the introduction of the Account Switcher, both users and administrators benefit from a unified login experience. They can log in once and seamlessly switch between all the different accounts they have access to.

This change eliminates the previous requirement of using a "+" notification to generate distinct email IDs for accessing multiple accounts.

### Using the Account Switcher

**Adding an existing user to a new account:** To add a user to another account, just add the user to the new account. This was previously not possible in the VMS. It produced an error stating that a user already existed. The user is now added, and the new account is also added to the account switcher.

To add an existing user to a new account:

1. Log in to the account where you want to add the user
2. Navigate to **Admin**→**Users**

3. Click **Add User**
4. Add the new user

In the example below, [john.doe@een.com](mailto:john.doe@een.com) already exists in another account, so we just add the email here as well.

< Add user

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General Access Cameras Layouts Permissions Sites

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User email john.doe@een.com

First name John

Last name Doe

Clone permissions from G S

You will get an email stating that a new account has been added.

**Updating an existing user:** If you already have multiple accounts and want to update your email to merge them to a single email address, then you need to update the email address to the one you want to use:

Account 1 - [john.doe@een.com](mailto:john.doe@een.com)

Account 2 - [john.doe+EU@een.com](mailto:john.doe+EU@een.com)

Update the user's email address of [john.doe+EU@een.com](mailto:john.doe+EU@een.com) to [john.doe@een.com](mailto:john.doe@een.com), and both Account 1 and Account 2 will show up in the Account Switcher for [john.doe@een.com](mailto:john.doe@een.com).

1. Log in to the account where you have a + email ID
2. Click **My Profile**



## < My profile

General Notifications Security Previews Time

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First name

Last name

Login email   

Alternate email

Support PIN

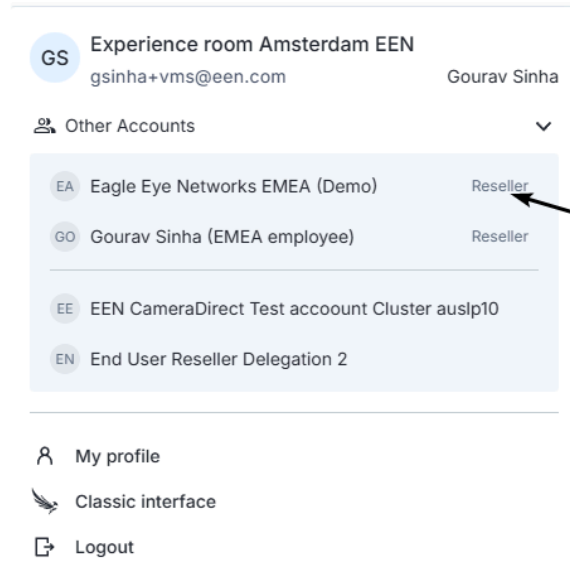
Language  

3. Update your email address to the one you want to use
4. You will get an email with a Security Code. Enter the code.
5. Now log in with your original email address, and you will see the account in your Account Switcher.

Click the link below for a video tutorial.

<https://youtu.be/sB3ZN1ESu4w>

## Account Switcher



Reseller account will show "Reseller" next to it

## Appendix

### Frequently Asked Questions

#### Which Editions is this available in?

Account Switcher is available in all Editions

#### Can I use the reseller and end-user (sub) accounts together in the Account Switcher?

Yes, you can add the user to any type of account, and you will see the account in the Account Switcher

#### I had a reseller account added to my Account Switcher. What will happen when I click on it?

We don't support reseller accounts in the Account Switcher in the Classic Web Interface yet, and you will be navigated to the Classic web app. To get back, log in again, and you will be logged into an account with the Account Switcher. If you are still unable to log in, please use [webapp.eagleeyenetworks.com](http://webapp.eagleeyenetworks.com).

#### I switched to the Classic Web Interface, and now I can't see the Account Switcher. What should I do?

We don't support the Account Switcher in the Classic Web Interface. Switch to the Enhanced Web Interface by clicking **Enhanced Interface (Beta)**, and you will see the Account Switcher there.

#### Can I use multiple accounts with different email addresses, like in Google?

Not yet, we will have this soon.

**How does this work for branded URLs?**

Nothing changes for branded URLs, and you can use them as they are now.

**I use SSO enabled on my account. How will that work?**

If you use SSO like Azure or Okta and want to use that to access multiple accounts, you need to configure the same SSO settings across all the accounts, and then you will be able to use an email account linked to the SSO IDP for Account Switcher.

**How does 2FA work with multiple accounts?**

If 2FA is enforced on an account and you log in, you will be prompted to enter your secondary authentication factor code.