

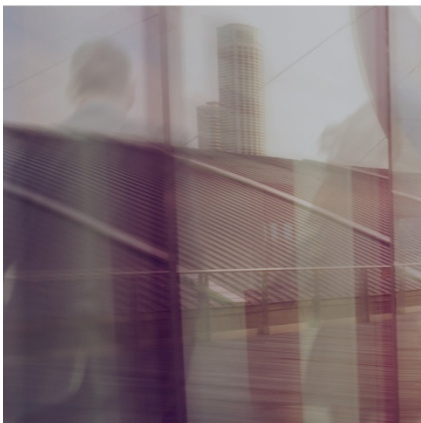
BrokerTOOLS

Impersonating an Agent in Broker Tools



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Impersonating an Agent

Impersonating is a tool available to Super Users only. It allows the Super User to login in as the agent and view the system as the agent sees it. This is helpful for troubleshooting, resetting the agent's password, training or when entering a transaction on behalf of the agent.

To impersonate an agent:

1. Select the  icon from the menu at the left.
2. Select **Agents**.
3. Select the name of the Agent to impersonate and select **Impersonate**.
4. Select **Yes**.

When impersonating an Agent, the screen will display a distinctive red bar across the top of the screen and will display the Agent's name in the bottom left corner.

To exit the Impersonate function and return to your screen, select the  icon in the red bar and select **Yes**.