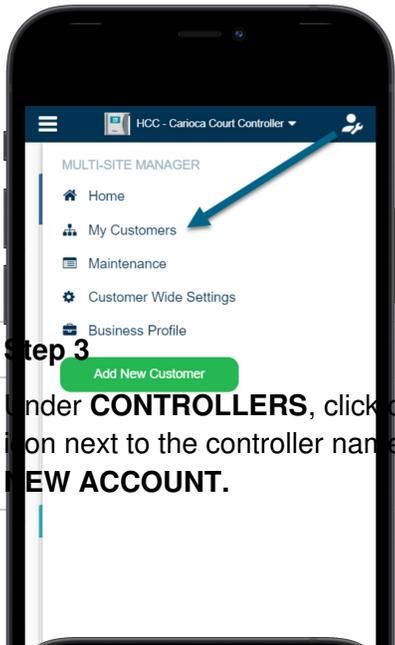


Moving a Controller between Customer Accounts

A customer may decide to relocate and the controller would have to be reassigned to the new homeowner. Using your **MULTI-SITE MANAGER** feature, you can **MOVE** a customer's controller from one account to another. Each customer will have to be set up within your contractor account prior to making this change. If a customer is not in your account yet, please reference the article [here](#) ⁽¹⁾.

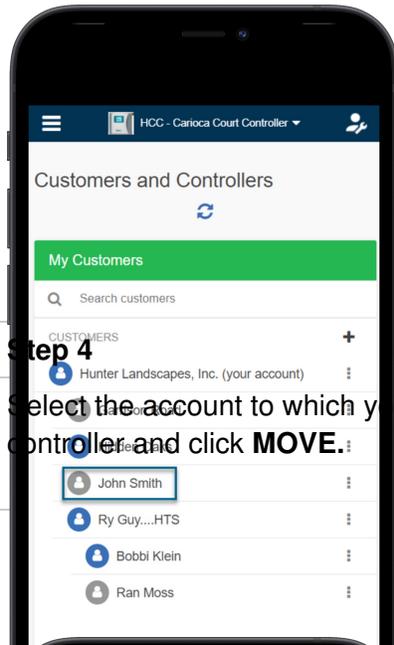
Please view the steps below to make these changes:

| Step 1 | Step 2 |
|--|--|
| Click on the MULTI-SITE MANAGER  icon on the upper right-hand side, then MY CUSTOMERS . If using a PC, click on the MULTI-SITE MANAGER  icon on the upper right-hand side, then MY CUSTOMERS . | Scroll down to my customer's section and select the CUSTOMER that is currently configuring the controller that has to be moved. |
| | |



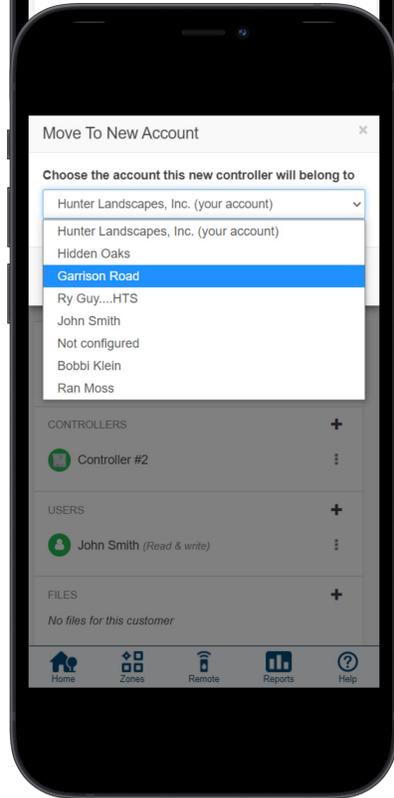
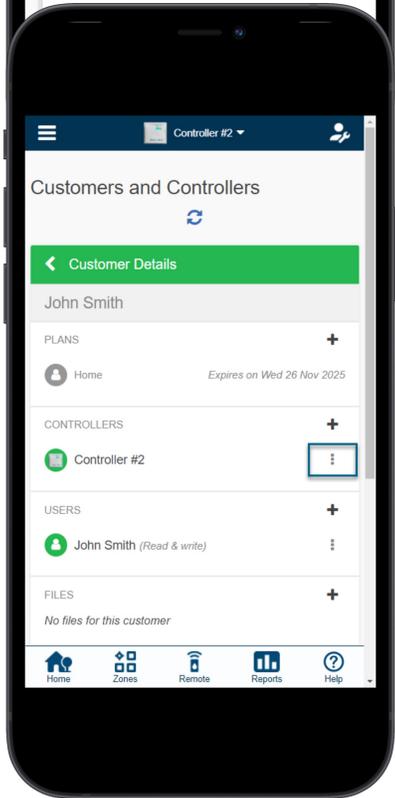
Step 3

Under **CONTROLLERS**, click on the **THREE-DOT** icon next to the controller name. Select **MOVE TO NEW ACCOUNT**.



Step 4

Select the account to which you're moving the controller and click **MOVE**.



The controller is now assigned to a **NEW** customer account.