User switcher / Log in as a different user

On this page

End of support for Internet Explorer 11 | Configuration | Temporarily log in as another user - the "switch" | Audit log report

TL;DR - Simply type "g+u" to switch users easily!

The easiest way to troubleshoot and test configurations is to test out scenarios as different users.

- Need to assist your coworkers with their configuration?
- Need to troubleshoot a workflow transition?
- Need to confirm visibility restrictions?

In the past the only way to achieve this was to have internal testing accounts that you needed to log in as. A cumbersome, time-consuming and sometimes **error-prone** process.

With Admin Toolbox, dedicated users can now **log in as different users**, within seconds with the **builtin user switcher**.

Any user with system administration privileges can use the functionality immediately after installation.

Any other user must be granted feature access individually through a group membership.

Using Internet Explorer 11? Please read this notice

End of support for Internet Explorer 11

As part of our Admin Toolbox 2.10.0 release IE11 is longer longer officially supported. The new u ser switcher introduced in this release contains logic that will very likely break the Jira UI when used in IE11.

Please use an alternative and modern browser to use the full power of Admin Toolbox.

We apologize for the inconvenience you may experience by this end of support.

Workaround for continue using IE11

We are aware that few teams still rely on the usage of the Internet Explorer and don't have the possibility to use another browser.

Therefore, if you want to use Admin Toolbox in combination with IE11, you have to **disable the new user switcher feature**. This can be done with the following steps:

- Head over to the Jira Administration > Manage Apps > Search for "Admin Toolbox"
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- Expand the modules section Disable the following Admin Toolbox modules User switcher web resource User Switcher
 - - ° Keyboard Shortcut Switch User

Decadis AG - Admin Toolbox for Jira			
	Version: Vendor: Support: App key: License details: License status: License SEN: License key:	2.10.1 Decadis AG Supported by vendor com.decadis.xtools-for-jira 100-user commercial license, Standard, expires 04/Jun/22 Valid SEN-14093208 AAABTg00DA €	Marketplace listing Full pricing details Documentation EULA Data security and privacy Support and issues 109 of 109 modules enabled
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Configuration



In your Jira instance, as a Jira system administrator, head over to Administration Manage apps Admin toolbox Admin **Toolbox Configuration**

Select the group(s) you want to have access to the user switcher functionality.

Leave empty to restrict the use of this feature to Jira system administrators.

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ATLASSIAN MARKETPLACE Find new apps	Admin Toolbox configuration					
Manage apps	User switcher configuration					
JIRA WORKFLOW TOOLBOX	Jira system administrators can log in as or switch to other user accounts using the shortcut $g + u$.					
Automation rules	Groups					
Import rules	Select one or multiple groups					
Expression parser test page	Select additional groups that should be granted access to the user switcher feature.					
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Click on Update

Per default, the use of this feature is restricted to Jira system administrators. According to your security guidelines, you can, however, enable other users to use it.

While any actual user switch action will be recorded in the **audit log**, the feature should be used **with care** since you basically **impersonate any** other user while using the feature.

Since you can impersonate any other user, users could potentially gain access to privileged information or grant themselves additional permissions using this feature.

Temporarily log in as another user - the "switch"

Simply use your new favorite shortcut "g+u" on your keyboard and a user search section will pop up.



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Select the user you want to log in as or start typing to search for user names.

As long as you are switched, there will be a banner informing you.

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🔺 Yo	ou are currently switc	hed to "Alana Grant (a.gran	t)". Switch back	to "Admin Istrato	r (admin)".		
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Audit log report

Logging in as different users is a delicate topic and the feature has to be used with care. This is why it is restricted to Jira system administrators by default.

In order to provide the most possible transparency, each switch between users is being logged and listed as a designated event in the Jira audit log.

Check it out at: Administration System Audit Log

For each event details include:

- The timestamp of the user switch
- The user who actually performed the switch
 The user who the executor logged in with

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Instrumentation	Date	Author	Category	Summary	Object	
JMX Monitoring	> Just now	🕷 Admin Istrator	permissions	User switched by Admin Toolbox		
Database monitoring	 Just now 	🕷 Admin Istrator	permissions	User switched by Admin Toolbox		
Integrity checker	Associated users	Admin latrator is the state				
Logging and protiling	Associated users: 16 Administrator (Gowd Server) U Cassie Uwens (Gowd Server)					
Troubleshooting and support	Event source: Description:	Admin Toolbox User with key admin switched				
Audit Log	User changed:	admin cowens				
5	17/Dec/20.2-44 PM (GMT0) ELC/UTC					
SECURITY	 1 minute ago 	ቘ Admin Istrator	permissions	User switched by Admin Toolbox		
Global permissions	Associated users:	Admin Istrator (Crowd Server),	Alana Grant (Crowd Server)			
Password Policy	Event source: Admin Toolbox					
Liser sessions	Description:	User with key admin switched	to user with key agrant			
SSO 2.0	User changed:	admin agrant				
Remember my login	17/Dec/20 2-43 PM (GMT0) Etc/UTC					

If you still have questions, feel free to refer to our support team.