

Changing a Sponsored User's Membership Level

You may want to downgrade sponsored users' membership levels to limit their access to your company's projects.

Note: If the sponsored user is a pre-paid user, you cannot downgrade the membership level. Please contact Meridian Sales to downgrade the membership level of a pre-paid sponsored user.

To downgrade the membership level

1. On the **My ProjectTalk** page, under the **Administration** section and click **Administer** next to **Account Administration**.
2. The **Account Summary** page opens and displays a brief summary of all the accounts.
3. The **Account Details** page opens.
4. Under the **Project Management Users** or **Collaboration Users** sections, locate the **Sponsored Users**.
5. To open a particular user's details, click the user's name.
6. Next to **Membership Level**, change the user's membership level.
7. If you downgrade the user's membership level, you must provide a reason for the downgrade.
8. If you want to send an email to this user, select **Send Email to this sponsored user**.
9. Click **Done**.
10. The **Select Reason** page opens.
11. Select your reason for downgrading this user's membership level.
12. Click **Done**.