

Edit or remove a collaborator's role

Change the role of someone already on the staff, or remove the role while keeping their account active.

3 min · Available · 2026-09-26

Before you begin

- ✓ You need the Manage collaborators permission.

1 STEP 1 OF 4 · 30 S

Find the collaborator

Open **People** → **Parishioners**: collaborators are at the top of the list, with their role. Select the person's row.

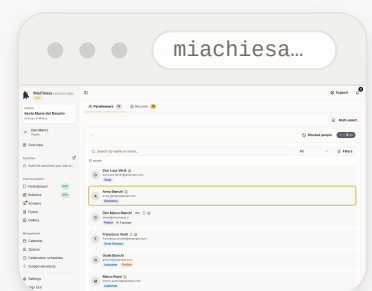


Fig. 1 Collaborators are listed first.

2 STEP 2 OF 4 · 30 S

Open the role actions

The person's panel shows **View role permissions**, **Remove role** and **Edit role**. Check the current permissions before changing anything.

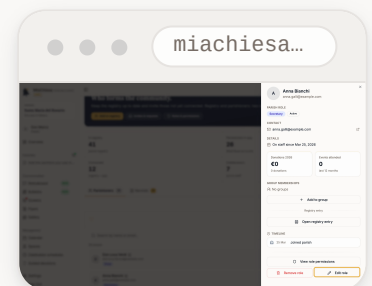


Fig. 2 The role actions are at the bottom of the panel.

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STEP 3 OF 4 · 1 MIN

Change the role

Select **Edit role**: the dialog shows the current role. Pick another one, preset or custom, and press **Save**. **Role updated** appears and the permissions follow the new role.

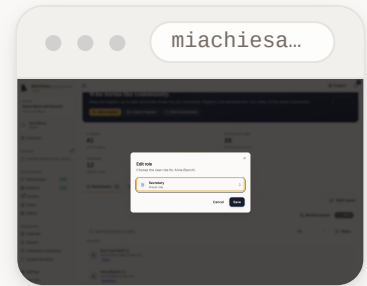


Fig. 3 The new role replaces the current one; it is not added to it.

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STEP 4 OF 4 · 1 MIN

Remove the role

Select **Remove role** and confirm with **Remove role** in the confirmation dialog, for example **Remove Secretary role?**. The person loses the role but their account stays active: they keep following the community and stay in their groups. **Team member removed** appears; you can invite them back anytime.

Protected role

The Parroco role cannot be removed from here, so the community is never left without a lead: the dialog says so and only offers **Got it**. To transfer it, contact support.

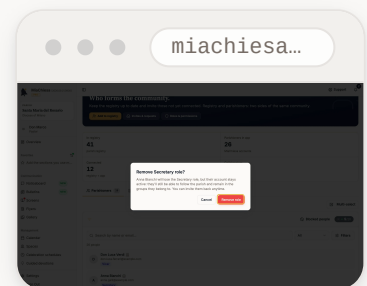


Fig. 4 The person's account stays active.

What you have achieved

- ✓ The collaborator has the new role and its permissions.
- ✓ Or they are no longer on the staff, but keep their account and groups.

Troubleshooting

I see "Unable to update the role"



The change was not saved: try again. If it keeps happening, check you still have Manage collaborators.

I see “Unable to remove the team member”



The removal failed and the role is still there: try again.

The dialog says the role cannot be removed



It is a protected role: to transfer it to another collaborator, contact support.

Does removing the role delete the account?



No: the person stays registered and keeps following the community and their groups.