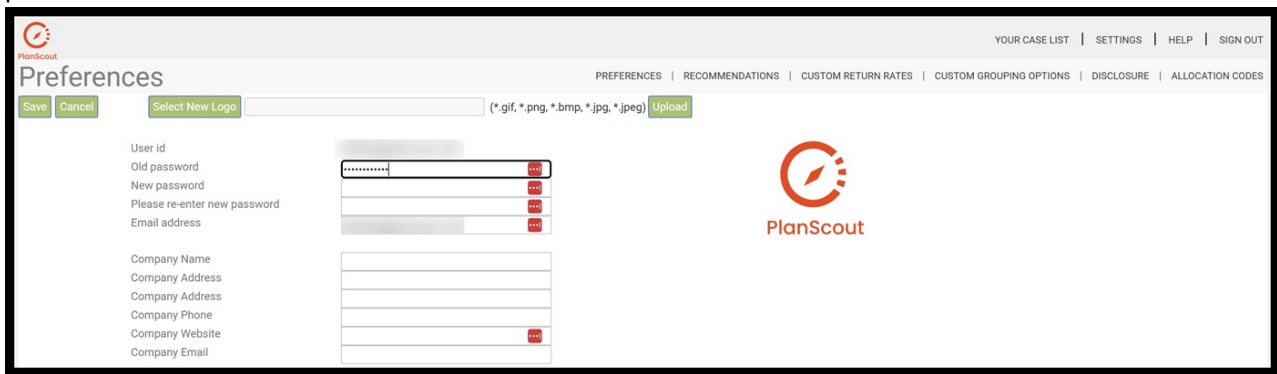


Having trouble accessing the Preferences under Settings?

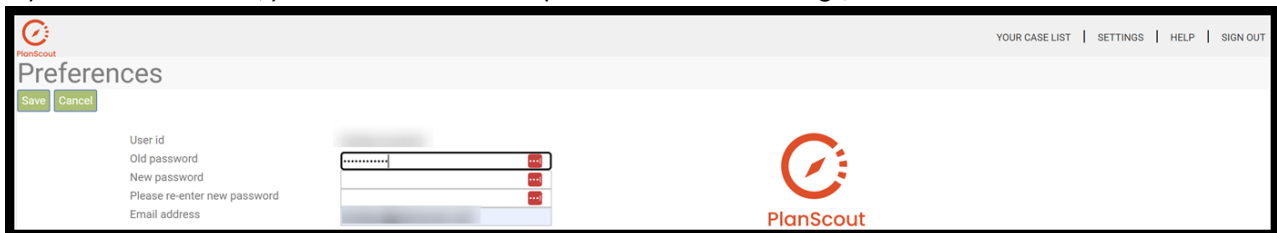
08/26/2026 3:09 pm EDT

Each SIPS subscription has only one user that is designated as the admin for that SIPS subscription who can see and edit all of the preferences under the SIPS subscription. If you are an admin, you'll see all of the settings and preferences as shown below:



The screenshot shows the PlanScout 'Preferences' page. At the top, there's a navigation bar with links: YOUR CASE LIST, SETTINGS, HELP, and SIGN OUT. Below this, a sub-navigation bar includes: PREFERENCES, RECOMMENDATIONS, CUSTOM RETURN RATES, CUSTOM GROUPING OPTIONS, DISCLOSURE, and ALLOCATION CODES. The main content area has a 'Select New Logo' button and an 'Upload' button. Below these are input fields for: User id, Old password, New password, Please re-enter new password, Email address, Company Name, Company Address, Company Address, Company Phone, Company Website, and Company Email. The PlanScout logo is visible on the right side of the page.

If you are not an admin, you'll see a subset of the preferences under settings, like this screenshot below:



This screenshot shows a subset of the PlanScout 'Preferences' page. It includes the same navigation bars as the admin view. However, the input fields are limited to: User id, Old password, New password, Please re-enter new password, and Email address. The PlanScout logo is also present on the right.

If you are having trouble finding who the admin user in your SIPS subscription or would like the admin to be changed to a different user, please contact us at: support@planscout.com.