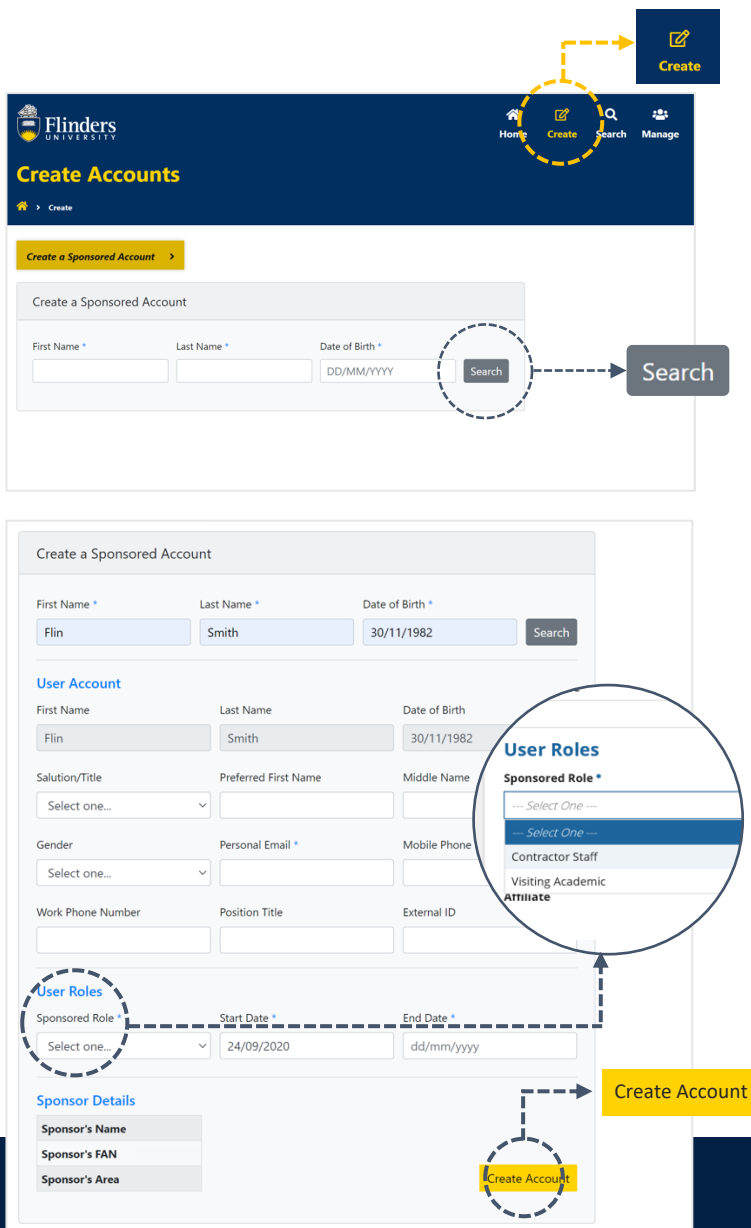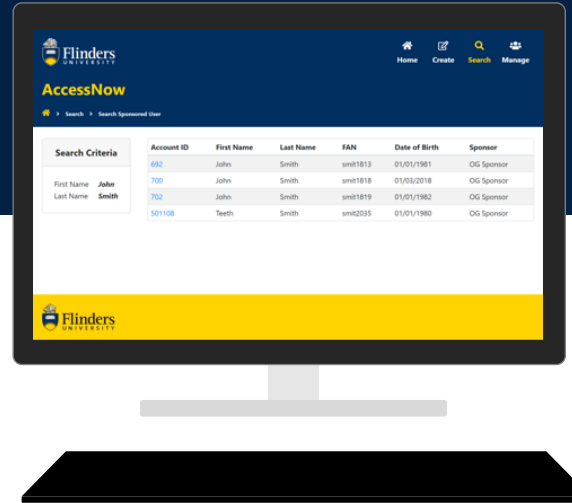# How to create and manage FANs in AccessNow 2.0

How to create a FAN

Create FANs for external users in your division or college.

1. Go to **Create**.

2. Enter First Name, Last Name and Date of Birth then click on **Search**.

   *If the user already exists in the system, the user details will be listed. If the member is a new user, enter the required information in the fields.

3. Enter user details such as middle name, mobile number and personal email address.

4. Select a role from the **Sponsored Role** dropdown list.

5. Select the start and end date to define the duration of access, then click on **Create Account**.

6. The details of the newly created account with a FAN and the role will display to confirm that the process was successful.

   *An email notification that includes the FAN and the activation link will be sent to you and the user.

How to modify a FAN

Update user information such as contact information or duration of access to FAN accounts.

1.   Go to **Search** and search for the user account you need to make a modification.

2.   Enter any combination of First Name, Last name, Date of Birth or FAN, and then click on **Search**.

3.   Click on the **Account ID** you want to modify from the results.

4.   To start editing, click on **Edit Account** in the top right corner.

5.   You can see changes made to the account from the **Active History** menu under the user name.

How to add delegates

You can delegate authority to other users with the Manage feature.

1.   Go to **Manage**.

2.   Click on **Delegate Authority to Users**.

3.   Enter the delegate's FAN in the field and then click on **Search for Delegate**.

4.   Click on **Add Delegate** to complete.
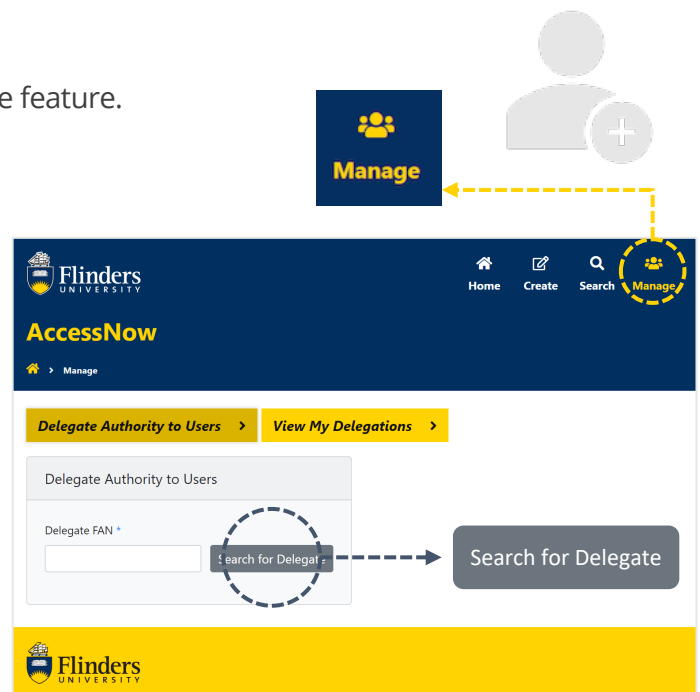
For any questions or issues, please submit a ticket on Service One.