

# Converting users to internal or external

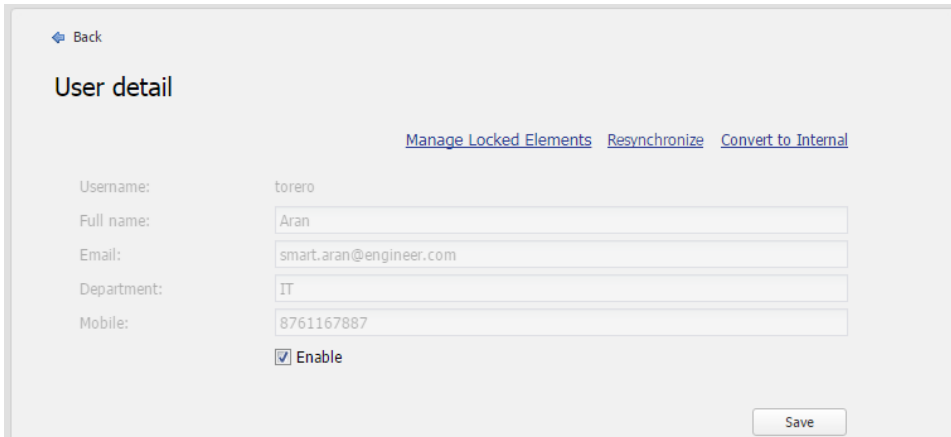
There are two types of users in the Teamwork Cloud (TWCloud) system. Internal users are users created in the system. External users are users imported from LDAP servers. An authorized user can convert an external user to an internal user and vice versa.

Upon converting a user from external (LDAP server) to internal (TWCloud system), you can edit the roles or resource assignments. However, the username and password are still stored on the LDAP server.

When you convert a user from internal to external, the user's username, password, and other information will be authenticated by the LDAP server to where it is moved (if there are several LDAP servers, the system will select it randomly).

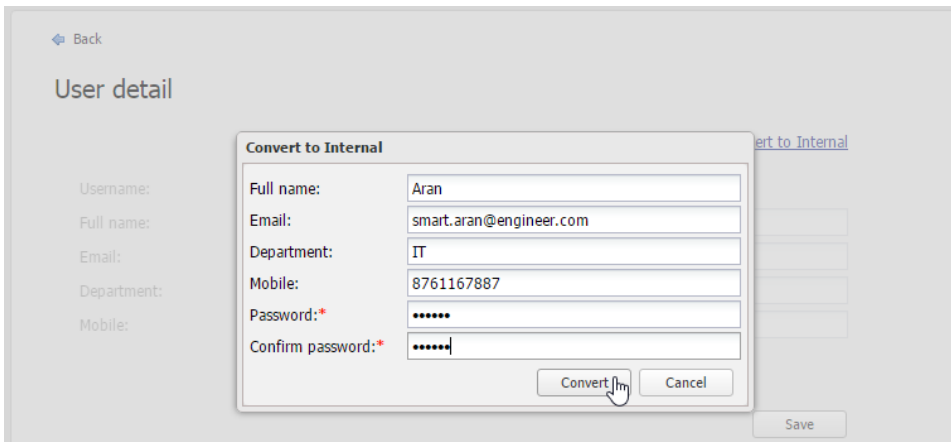
To convert an external user to internal

1. On the **User Management** page, click the username or the **Edit** button of an external user that you want to convert. The **User detail** page will open.



The screenshot shows the 'User detail' page for a user named 'torero'. The page has a 'Back' button at the top left. Below the title, there are three links: 'Manage Locked Elements', 'Resynchronize', and 'Convert to Internal'. The user's details are listed in a form: Username: torero, Full name: Aran, Email: smart.aran@engineer.com, Department: IT, Mobile: 8761167887. There is a checkbox labeled 'Enable' which is checked. A 'Save' button is at the bottom right.

2. Click [Convert to Internal](#). The **Convert to Internal** dialog will open showing the user's information.
3. Fill in the password.



The screenshot shows the 'Convert to Internal' dialog box overlaid on the 'User detail' page. The dialog box contains the same user information as the page: Full name: Aran, Email: smart.aran@engineer.com, Department: IT, Mobile: 8761167887. It also has fields for 'Password:\*' and 'Confirm password:\*', both containing six dots. At the bottom of the dialog are 'Convert' and 'Cancel' buttons. A mouse cursor is pointing at the 'Convert' button.

4. Click [Convert](#) to convert the user. The message informing that import was successful will appear.
5. To see the newly converted internal user, open the **User Management** page.

To convert an internal user to external

1. On the **User Management** page, click a username or the **Edit** button of the username you want to convert. The **User detail** page will open.
2. Click [Convert to External](#) to convert an internal user. The **Convert to External** dialog will open.
3. Click [Yes](#).

**Note**

If the user you are trying to convert is an external user, the button that you will see is **Convert to Internal**.

**Related pages**

- [User management page](#)
- [Converting users to internal or external](#)
- [Importing users](#)
- [Editing user information](#)
- [Copying roles and assignments from another user](#)
- [Changing passwords](#)
- [Enabling or disabling user login](#)
- [Searching for users](#)
- [Viewing user profile and role assignment](#)
- [Sorting users](#)
- [Releasing elements locked by a user](#)