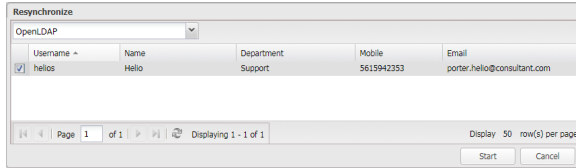


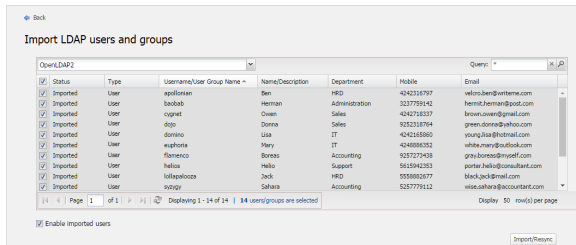
# Re-synchronizing an external user information

An external user is a user imported from an LDAP server (see [Importing users](#)). You cannot edit the external user's information such as name, department etc. because Teamwork Cloud (TWCloud) only retrieved them when it imported the LDAP user as the external user. But, you can update the external user's information using the resynchronize feature in TWCloud. The **Resynchronize** dialog requires you to select the LDAP realm from which the external user was imported, and then allows you to update the selected external user information in TWCloud by synchronizing it with the matching LDAP user information on the LDAP server.



The Resynchronize dialog to synchronize user information between LDAP users in LDAP servers and external users in TWCloud.

You can also use the **Import LDAP user** page to synchronize external user information. You need to specify both the LDAP realm and the keyword in the **Query** box. If you cannot provide a specific username, you can type \* (asterisk) in the **Query** box to list all of the external users imported from LDAP servers.

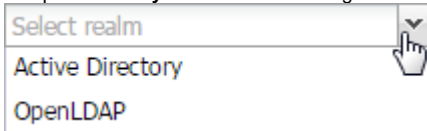


Using the Import LDAP users dialog to synchronize external user information with matching LDAP users on LDAP servers.

To update an external user information using the **Resynchronize** dialog

1. Click an external user on the **User Management** page. The **User detail** page of that external user will open.

2. Click [Resynchronize](#) to open the **Resynchronization** dialog.



3. Select the LDAP realm box.

4. Select the check box of a matching LDAP user and click [Start](#). The LDAP user information will replace that of the external user on the **User detail** page.

5. Click [Save](#).

The section [Importing users](#) also explains that when you import an LDAP user whose name is the same as that of the existing external user you have in TWCloud, it will automatically update the external user's information with that of the LDAP user.

To update an external user information through the **Import LDAP users** page

1. Click [Import](#) to open the **Import LDAP users** page.
2. Select an external user and click [Import/Resync](#). Information from a matching username will be used to update that of the external user in TWCloud.

## Related pages

[User management page](#)

[Re-synchronizing an external user information](#)

[Importing users](#)

[Converting users to internal or external](#)

[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](#)

Alternatively, you can update the external user information by converting it to internal user and converting it anew to external user.