

Linked Accounts in Multiple Practice Groups

Last modified on 06/11/2026 7:30 pm EDT

[Link or unlink accounts](#) | [Access a linked account](#) | [Account headers](#) | [Actions logged in the Audit Log](#)

Providers working in multiple practice groups can log in to one account and access all of their other practice group accounts. Once their accounts are linked, they can [switch between them](#).

Providers should determine which practice group account they want to log in to as their primary account before creating a support case to link their accounts.

Link or unlink accounts

To link or unlink accounts, [create a support case](#).

Emails are sent to the primary and linked account to notify you that both accounts are linked.


Access a linked account

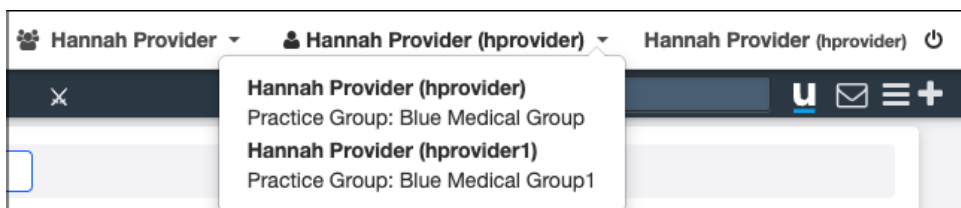
You can only log in through your primary account—logging in directly to a linked account isn't supported and will show an error.

This account has been linked to another, Please login with your Primary Account.

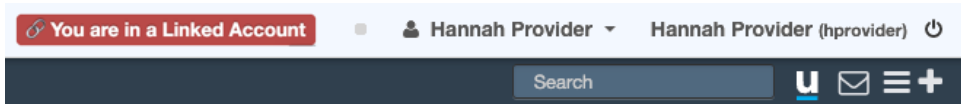
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Continue

1. Log in to your primary account.
2. Select the primary account header (with the single-user icon ) at the top of the page.
3. Your primary account appears at the top of the menu (showing your username and practice group name), with any linked accounts listed below it.
4. Select the linked account you want to switch to.



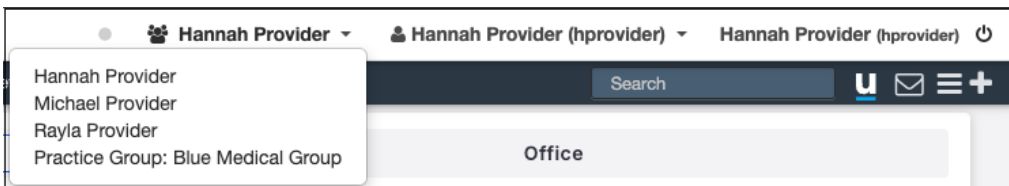
Once you've switched, a banner at the top of the page confirms that you're now in a linked account.



Account headers

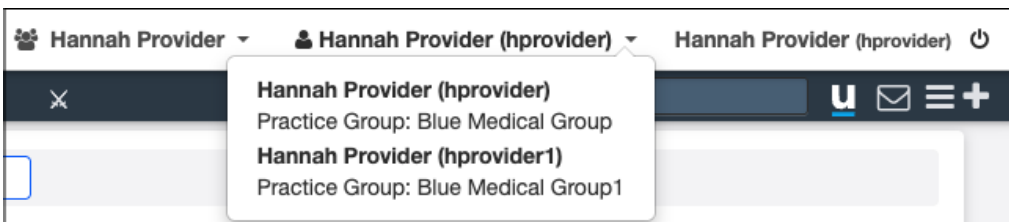
Practice group providers

The practice group header (with the multiple-user icon ) on the left shows the list of practice group providers.



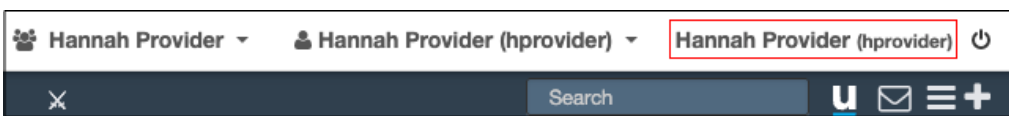
Primary provider account with linked accounts

Select a linked account from the primary account header (with the single-user icon )



Logged-in provider account

The header on the right is the account you logged in to.



Actions logged in the Audit Log

The following actions are logged in the **Audit Log**.

- When accounts have been linked
- When you access linked accounts
- Work done in the linked accounts is logged as done by the linked account user and not by the primary account user