1. Click the **Admin** tab located on the navigation toolbar. The screen will refresh and display the main **System Administration** screen. (See Figure 1-1)

![Figure 1-1](image1.png)

**Note:** The options available on the **Admin** screen depend on the ServicePoint user level and the ServicePoint modules installed with your application.

2. Click the **Shadow Mode** icon, or click **Shadow Mode** in the ServicePoint header. **(1)** The **Search Shadow Mode Users** screen will display. (See Figure 1-2)

![Figure 1-2](image2.png)

3. Enter a user name in **Search**. **(1)** Click the checkbox to include inactive users. **(2)** Click **Clear** to reset the field. **(3)** Click **Search** to create a list of users that match searched for user name. **(4)** (See Figure 1-3)

![Figure 1-3](image3.png)
4. From the user list, click the Green Plus icon to enter Shadow Mode as the selected user. (1)

5. In the screen header, note that the System Administrator is shadowing "marsha." Click "marsha" to exit Shadow Mode. (1)