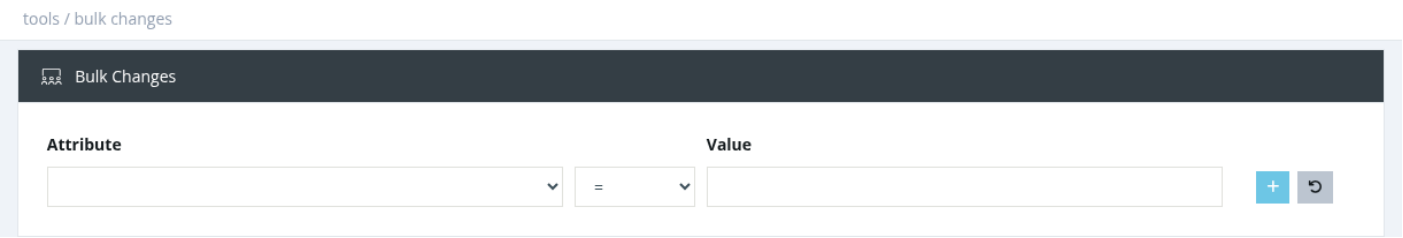
Bulk Changes

Tools → Bulk Changes changes many users at once: for example, extend all users of an area by 2 days after an outage, move all users of a profile to another manager, or send an SMS to a group.



1. Select the users

Build a filter with rows of **Attribute**, operator and **Value**. Click **+** to add a row; all rows must match (AND). Click ↺ to start again.

- Attributes: Username, Expiration, Enabled, First Name, Last Name, Profile, Parent, **Parent & Subs** (a manager and all sub-managers), Email, Company, Phone, City, Address, Contract Number, National ID, Simultaneous Sessions, Static IP, Auto Renew, Site, Group, Creation Date.
- Operators: `=`, `!=`, `<`, `>`, `like` (contains).
- For dates, use `<` or `>` (for example Expiration < 2026-12-01).

The page shows **Found N records matching your filter**. Check the number carefully before applying.

2. Choose the action

Action	Effect
Set Expiration	Sets this exact expiration (`YYYY-MM-DD HH:MM:SS`).
Increase Expiration (Days) / (Hours)	Adds days or hours to the expiration. Use a negative number to subtract.
Set Profile	Moves the users to another profile (no charge).
Set Parent / Set Site / Set Group / Set City	Changes the owner, site, group or city.
Set Traffic Balance (MB)	Replaces the remaining quota with this amount.

Action	Effect
Add Traffic / Add Download Traffic / Add Upload Traffic (MB)	Adds quota.
Set Simultaneous Sessions	Changes the allowed number of sessions.
Enable / Disable	Enables or disables the accounts.
Enable Auto-Renew / Disable Auto-Renew	Turns auto-renew on or off.
Disconnect	Disconnects the online users.
Send SMS	Sends a text message to users with a phone number.
Delete	Deletes the users (users with a balance, and active users without *Users - Delete Active Users*, are skipped).
Export (Excel)	Downloads the selected users.

Fill in the value and click **Apply**. **There is no confirmation.**

> Bulk changes are applied directly and **don't disconnect online users** (except the Disconnect and Delete actions). New profiles, speeds or the disabled state apply when users reconnect. After changing profiles or disabling users, run a bulk **Disconnect** with the same filter.

> After a bulk **Set Profile**, expired users may not be disconnected correctly. Prefer **Change Profile** per user for active users, or contact Snono support for large profile moves.

Required permission: Tools -> Bulk Changes (system administrators)

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