Move a Citizen to another organization

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This guide explains how to move a citizen from one department to another in Stella Care's Administration System.

This function is typically used when a citizen changes residence, care home, or municipal department.

How to move a citizen

1. Go to the **Citizens** menu on the left side of the Administration System.
2. Find the citizen you want to move in the table or by using the search field.
3. Click the citizen's name to open their profile page.
4. At the top of the page, click the **Move citizen** button.
5. In the new window, select:
    1. **Organization** – choose the department the citizen should be moved to.
6. Click **Save** to complete the transfer.

The citizen will now only appear under the new department in the Administration System.

Note

- Only users with administrator rights can move citizens between departments.
- The transfer takes effect immediately.
- If the citizen has an active geofence, you must create and reassign a new one after the move if the monitoring should remain active.
- If you experience an error, it may be due to missing permissions or inactive departments – in that case, please contact Stella Care Support using this form or call +45 42 42 90 60.

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