

Disabling a User Account

Last Modified on 01/23/2025 9:54 am EST

Overview

Disabling a user account prevents the user from logging in and accessing data, but the user is not removed from any assigned objects, thus maintaining your records.

Users with disabled accounts are **not** counted towards your Org's maximum user count.

User Account Requirements

The user account you use to log into Resolver must have Administrator or the **User Management** or **Settings Management** advanced permissions to access the **User Management** screen.

Navigation

1. From the *Home* screen, click the **Administration** icon.

Home	✓ My Tasks	• Q Search	 <u>ې</u> 8 ک
Му	/ Tasks	\$ SORT Q SEARCH	

Administration Icon

2. From the Administrator Settings menu, click User Management.



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Home 🗸	My Tasks		Admin Overview
	My Tasks	\$ SORT Q SEARCH	Settings

Administrator Settings Menu

- 3. Enter a user's name in the **Search** field to narrow the search results.
- 4. Click the name of the user's account you want to deactivate.

	+	Q Search		\$ ® \$
Settings ~	User Management Branding Languages			
	User Management		🛓 EXPORT AS CSV 🛛 + CREATE USER	
	Q Val		8	
	100 Licensed Users 11 Enabled 0 Inactive 0	Active/inactive users User permissions	User groups	
		Select filters ~ Select filters	✓ Select filters ✓	
	Valentina Rodriguez Valentina.Rodriguez@email.com Last login: Never		IMPERSONATE	

User Search

Disabling a User Account

 From the *Edit User* screen, click the Enable User Access toggle switch to disable the user's account. The Enable User Access toggle switch will turn grey indicating the user profile is disabled.



	⊕ (Q Search		\$ @ L
Settings V User Management Branding	Languages		
User Management : Edit User : Valentina R		ADVANCED PERMISSIONS	
User Profile		Account Status	
* First Name	*Last Name	Enable User Access	All Data Access
Valentina	Rodriguez		
* Email		Enforce Org-Level MFA	S LISER
Valentina.Rodriguez@email.com		Language	
User Type		English (United States)	~
Standard User		~	
Default user type, able to access platform based on their memberships and permissions.			
User Memberships			
User Groups (1) Roles (3) Advanced Permissions (1)			
Select which User Group(s) this user is a member of			
Select one		✓ + ADD	
Administrator (Global)		×	

Enable User Access Toggle Switch

 Scroll to the bottom of the *Edit User* screen and click the **Done** button to save your changes. The user will now be indicated as inactive in the system.

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Settings V User Management Branding	Languages	
User Profile		Account Status
* First Name	* Last Name	Enable User Access
Valentina	Rodriguez	
* Email		Enforce Org-Level MFA 2
Valentina.Rodriguez@email.com		RESET ORG-LEVEL MMA FOR THIS USER
		English ((Inited States)
User Type		Ergan (vinter states)
Standard User V		
Default user type, able to access platform based on their memberships and permissions.		
User Memberships		
User Groups (1) Roles (3) Advanced Permissions (1)		
Select which User Group(s) this user is a member of		
Select one V + ADD		
Administrator (Global)	×	
		DONE

Done Button