

Deactivating a User Account

Last Modified on 08/19/2024 10:36 am EDT

Overview

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

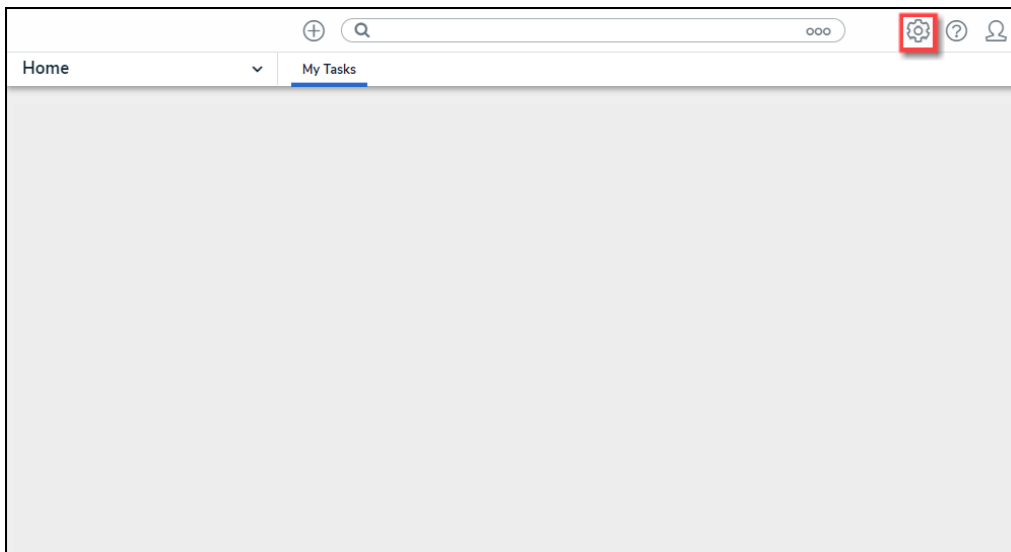
Disabled users are **not** counted towards your org's maximum user count.

User Account Requirements

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

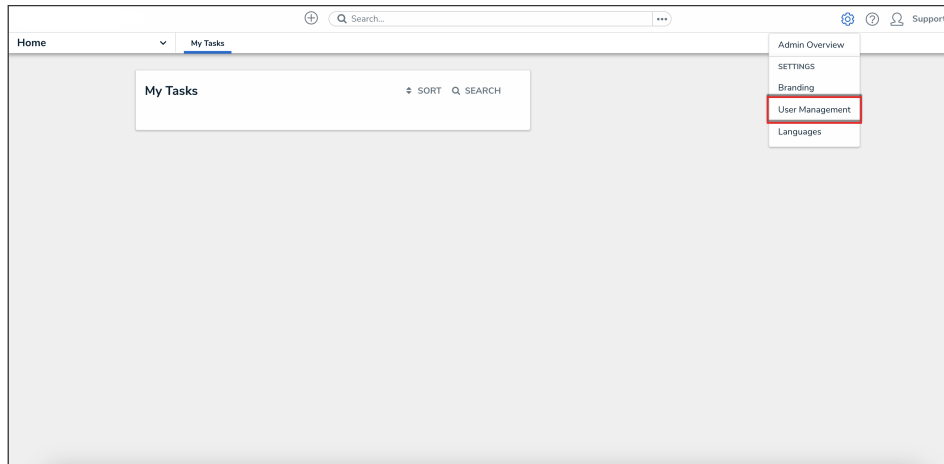
Navigation

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



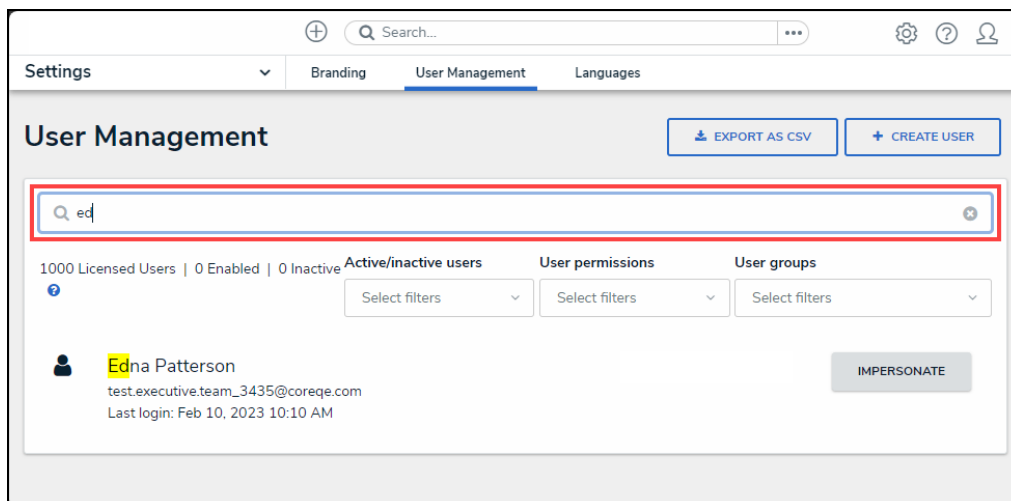
Administration Icon

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



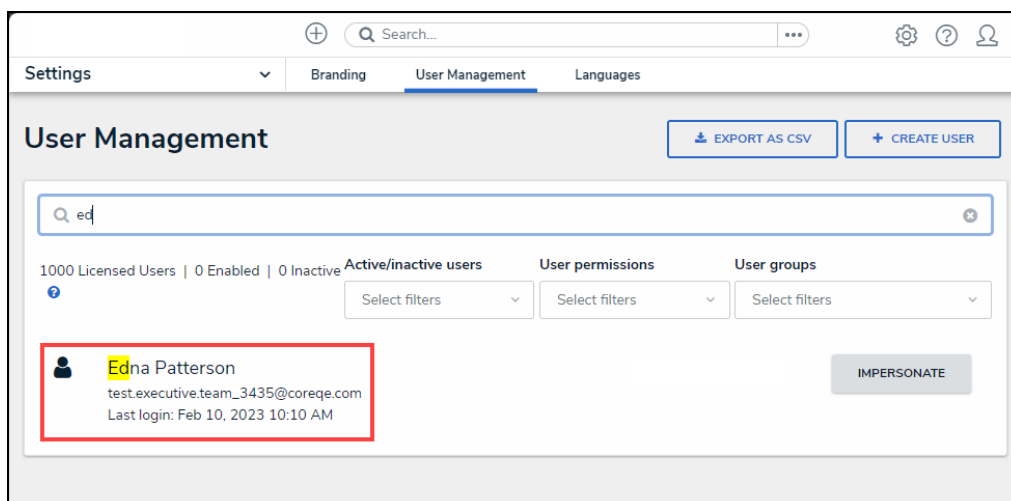
Administrator Settings Menu

3. From the **User Management** screen, enter a username in the **Search** field to narrow the search results.



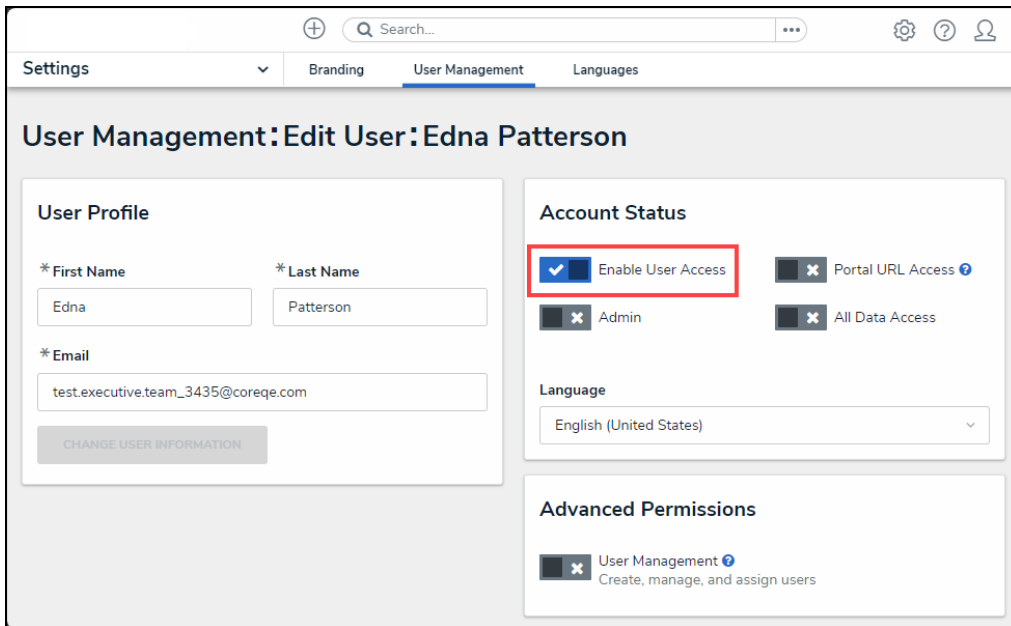
Search Field

4. Click on a **User** link.



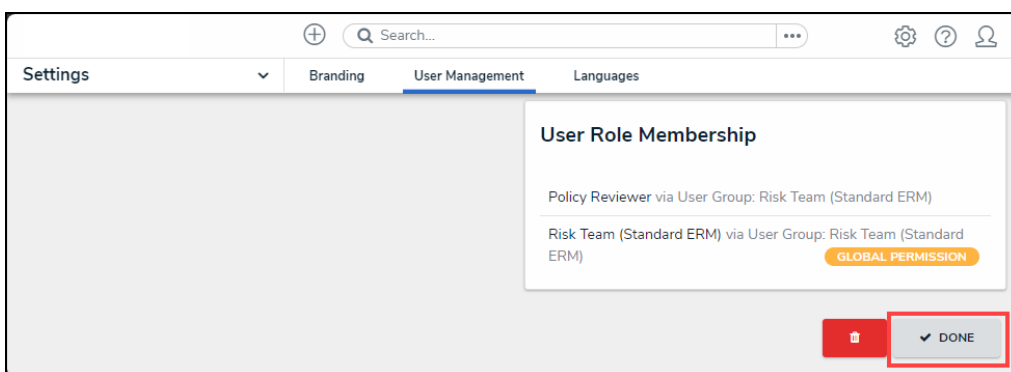
Deactivating a User Account

1. From the **User Management: Edit User** screen, click the **Enable User Access** toggle switch to deactivate the user. The **Enable User Access** toggle switch will turn grey indicating the user profile is disabled.



Enable User Access Toggle Switch

2. Scroll to the bottom of the **User Management: Edit User** screen and click the **Done** button.



Done Button

1. From the **User Management** screen, the deactivated user will now be indicated as inactive within the system.

The screenshot shows the Resolver User Management interface. At the top, there is a search bar and navigation tabs for Settings, Branding, User Management (selected), and Languages. Below the navigation, the 'User Management' section is displayed, featuring an 'EXPORT AS CSV' button and a '+ CREATE USER' button. A search bar is present above a summary of user statistics: '1000 Licensed Users | 0 Enabled | 0 Inactive'. Below the statistics are three filter dropdowns for 'Active/inactive users', 'User permissions', and 'User groups'. The main content area shows a user profile for 'Edna Patterson' with the email 'test.executive.team_3435@coreqe.com' and a last login time of 'Feb 10, 2023 10:10 AM'. A red box highlights the 'INACTIVE' button next to the user's name, and an 'IMPERSONATE' button is visible to its right.

Inactive User