Deactivating a User Account

Last Modified on 11/06/2024 1:41 pm EST

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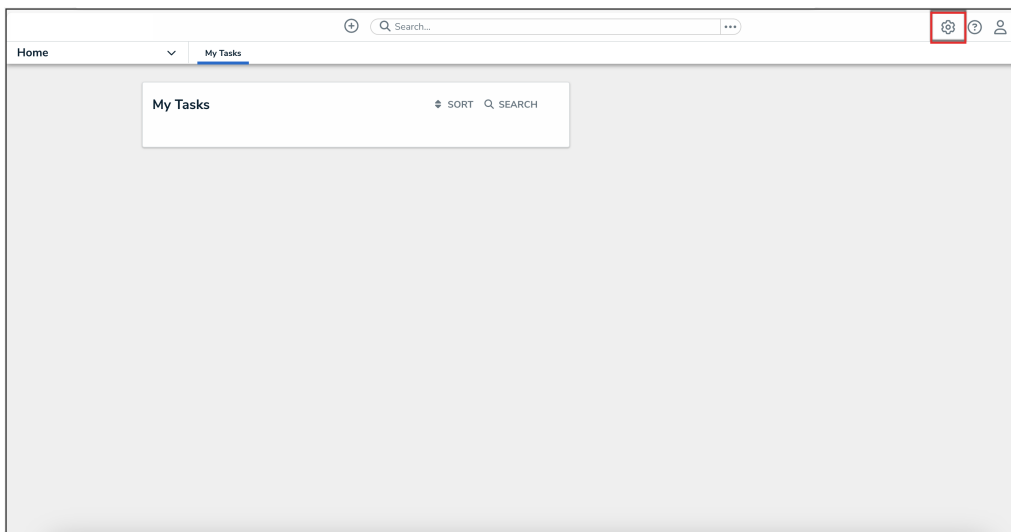
Disabled users are **not** counted towards your Org's maximum user count.

User Account Requirements

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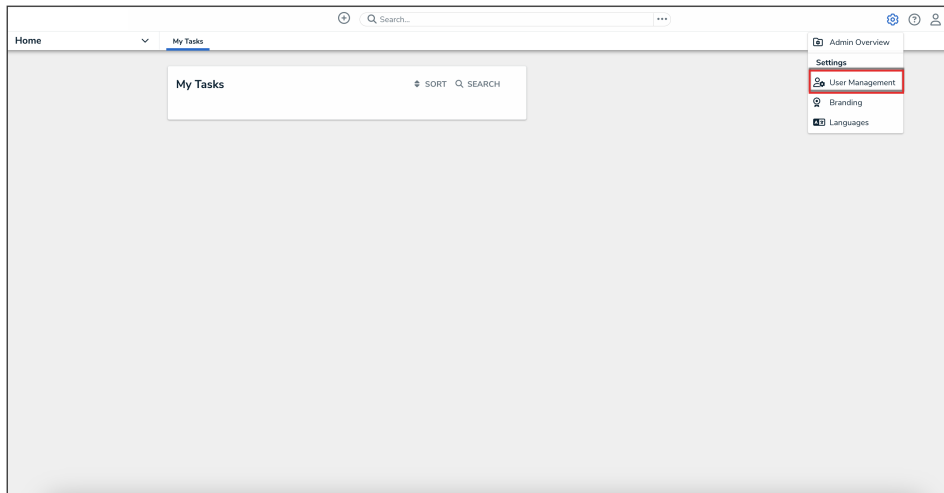
Navigation

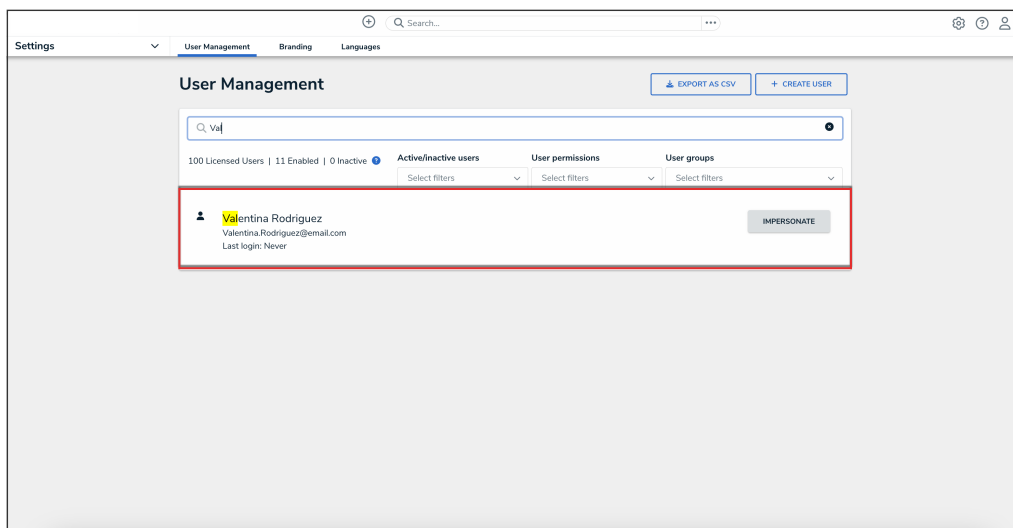1. From the ***Home*** screen, click the **Administration** icon.

Administration Icon

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

Administrator Settings Menu

3. 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.
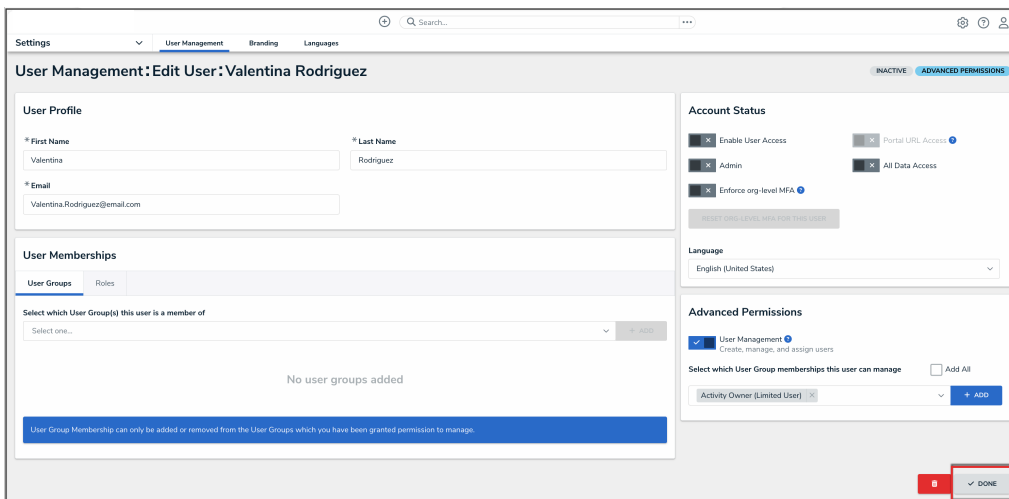

User Search

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1. From the ***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.
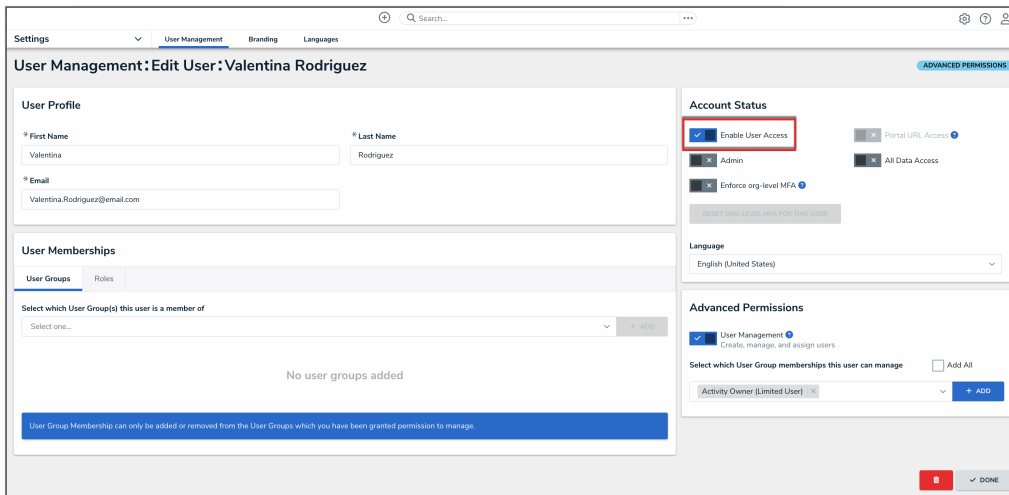
Enable User Access Toggle Switch

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

Done Button