Deleting a User

Overview

Deleting a user account prevents the user from logging into your organization and accessing any data, but it also removes that user from any objects they were assigned to via a role, which may affect your reporting.

Deleting an account does not remove the user from your Resolver database. If you require that one or more users are removed from the database, contact Resolver Support for assistance.

A new data warehouse password must be generated and entered into any business intelligence tools to re-establish connectivity if the Administration account that generated the original password is deleted, disabled, or loses its administration privileges.

User Account Requirements

The user account you use to log into Resolver must have Administrator or advanced permissions to edit users.
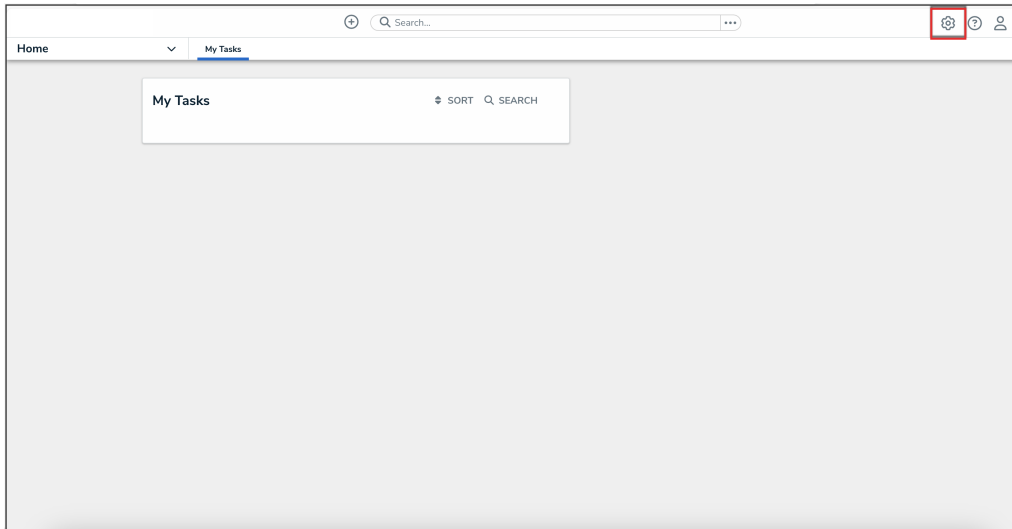
Related Information/Setup

Please see the Languages Overview article for more information on using an alternate language setting.

Please see the Access Your Data Warehouse Settings article for Orgs that have Data Warehouse enabled.
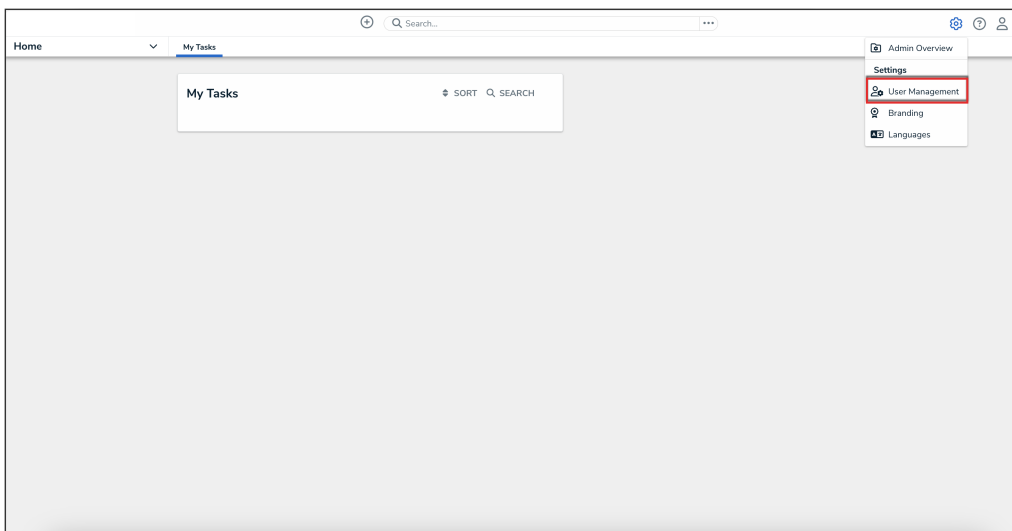
Navigation

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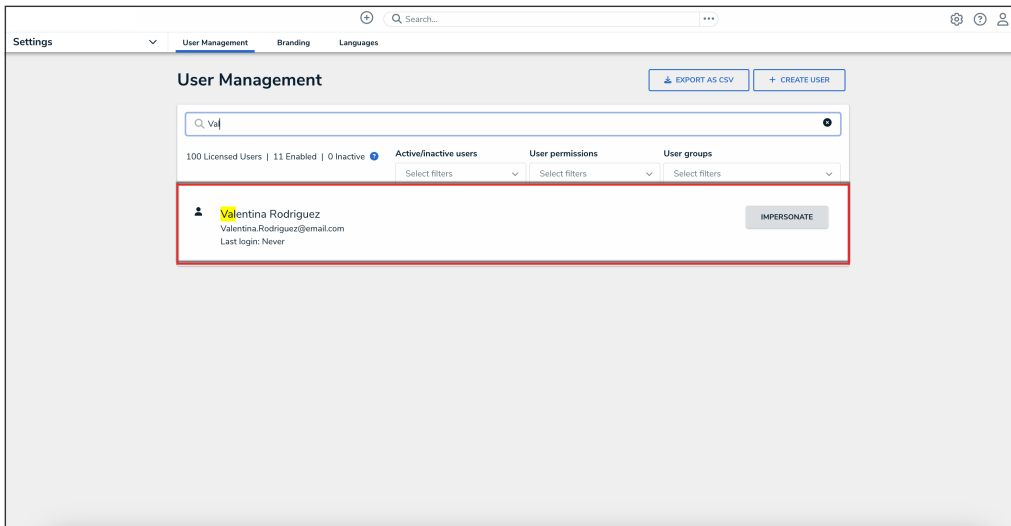
Administration Icon

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 you want to delete.

User Search

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1. Click the **Delete** icon to delete the user profile. Disabling a user account is better than delete them to avoid impacting any existing role and assignment configurations (and their associated workflows). Disabled Users are not counted towards your Org's maximum user count.
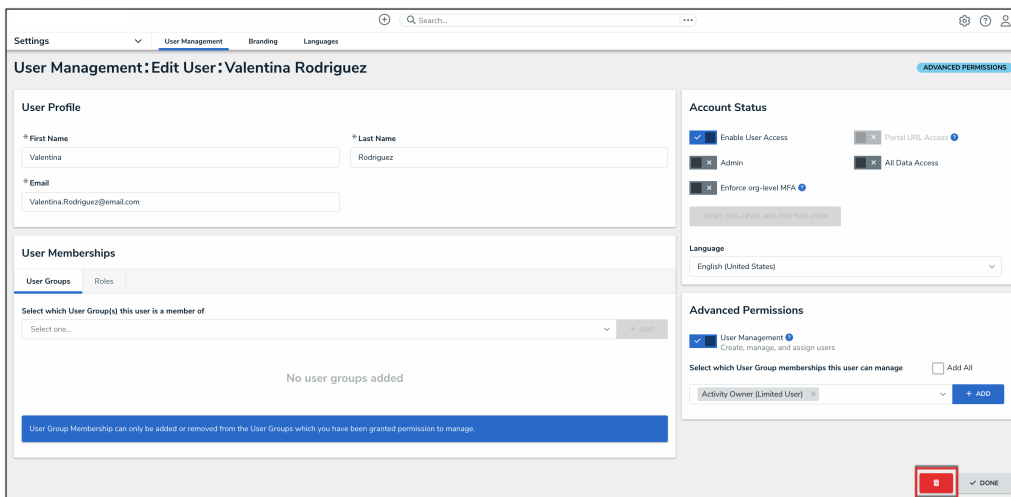
Delete Icon

2. From the **Delete user?** pop-up, click the **Delete** button to confirm.

Delete Confirmation Screen