

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.

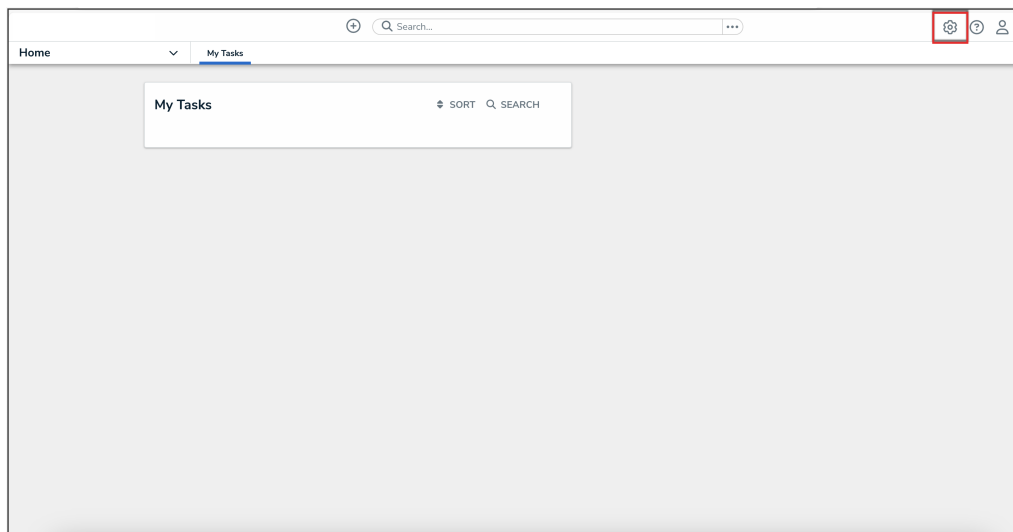
Users with disabled accounts are **not** counted towards your Org's maximum user count.

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.

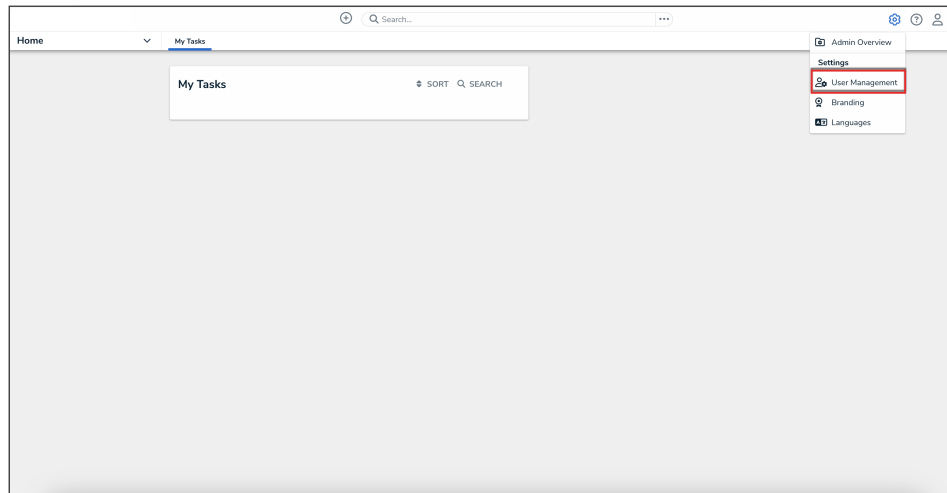
Navigation

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



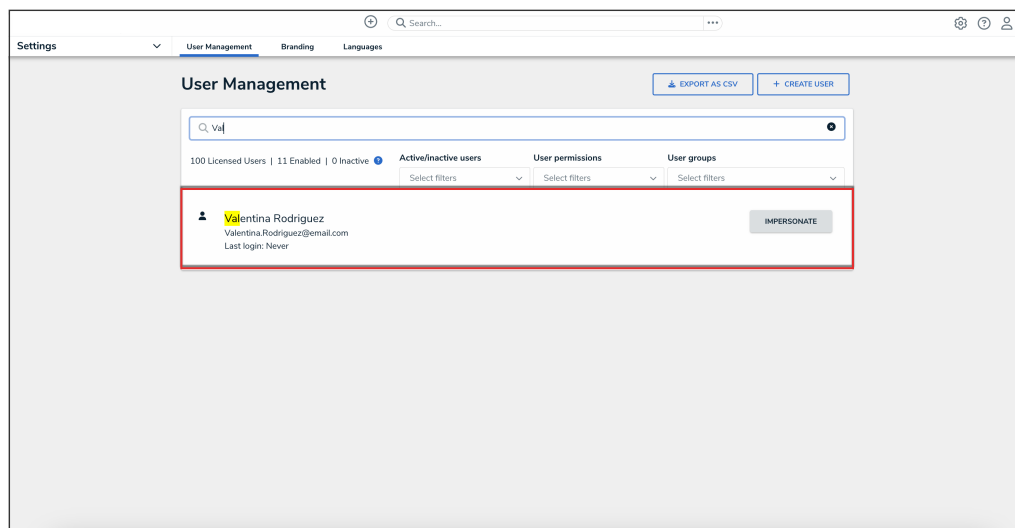
Administration Icon

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

Disabling a User Account

1. 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.

The screenshot shows the 'User Management: Edit User: Valentina Rodriguez' interface. The 'Account Status' section on the right contains a toggle switch for 'Enable User Access' which is currently turned on (blue). A red rectangular box highlights this toggle. Other visible elements include the 'User Profile' section with fields for First Name (Valentina), Last Name (Rodriguez), and Email (Valentina.Rodriguez@email.com), and the 'User Type' dropdown set to 'Standard User'. The 'User Memberships' section at the bottom shows the user is a member of the 'Administrator (Global)' group.

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 user will now be indicated as inactive in the system.

This screenshot shows the same 'Edit User' screen, but with the 'Enable User Access' toggle switch turned off (grey). The 'DONE' button, located at the bottom right of the screen, is highlighted with a red rectangular box. The rest of the interface, including the user profile and memberships, remains the same.

Done Button