

Deleting a User

Last Modified on 09/12/2025 3:07 pm EDT

Overview

Deleting a user account prevents the user from logging into your Org 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 Administrator account that generated the original password is deleted, disabled, or loses its administrative privileges.

User Account Requirements

The user account you use to log into Resolver must have Administrator to delete users.

Related Information/Setup

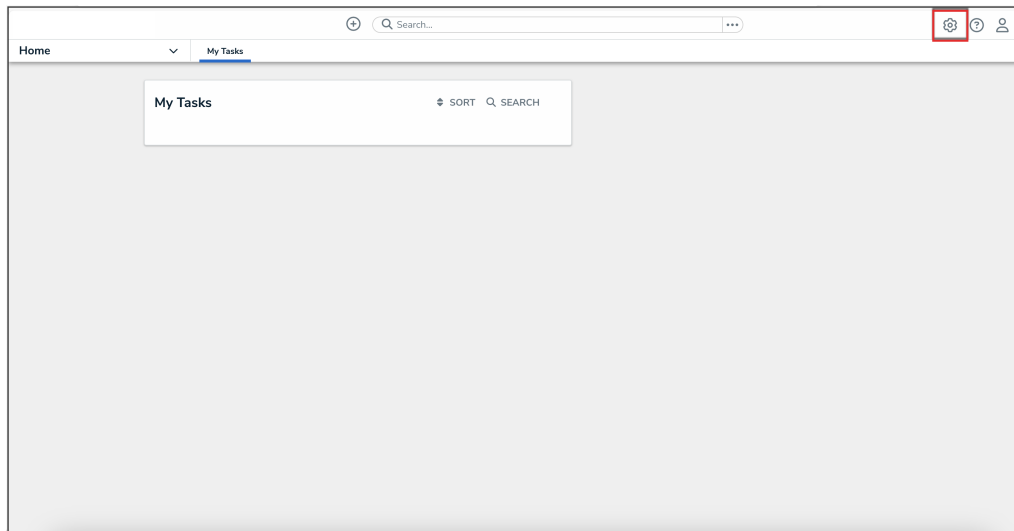
For more information on disabling a user account, please refer to the [Deactivating a User Account](#) article.

For more information on creating and editing a user, please refer to the [Creating a New User](#) and [Editing a User](#) articles.

Please see the [Access Your Data Warehouse Settings](#) article for Orgs that have Data Warehouse enabled.

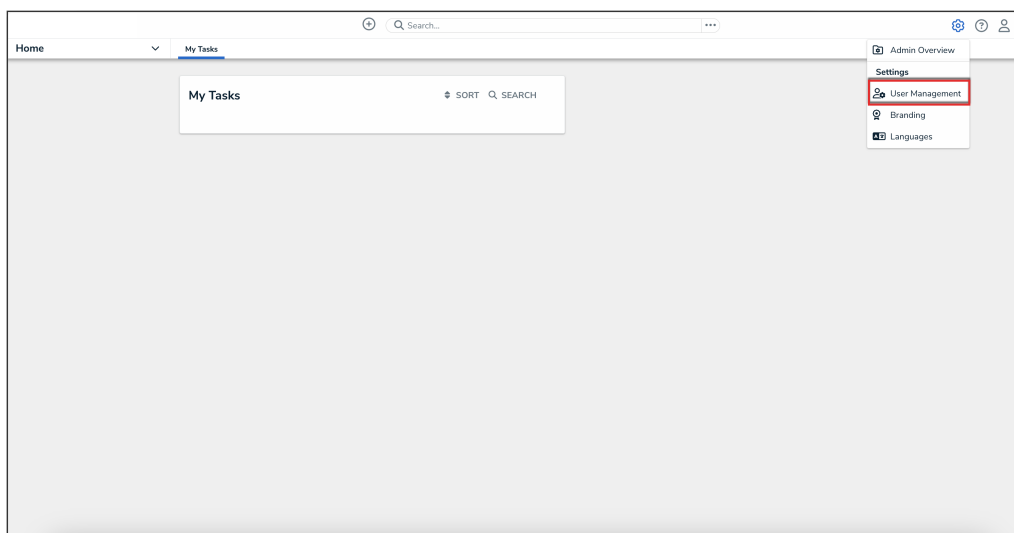
Navigation

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



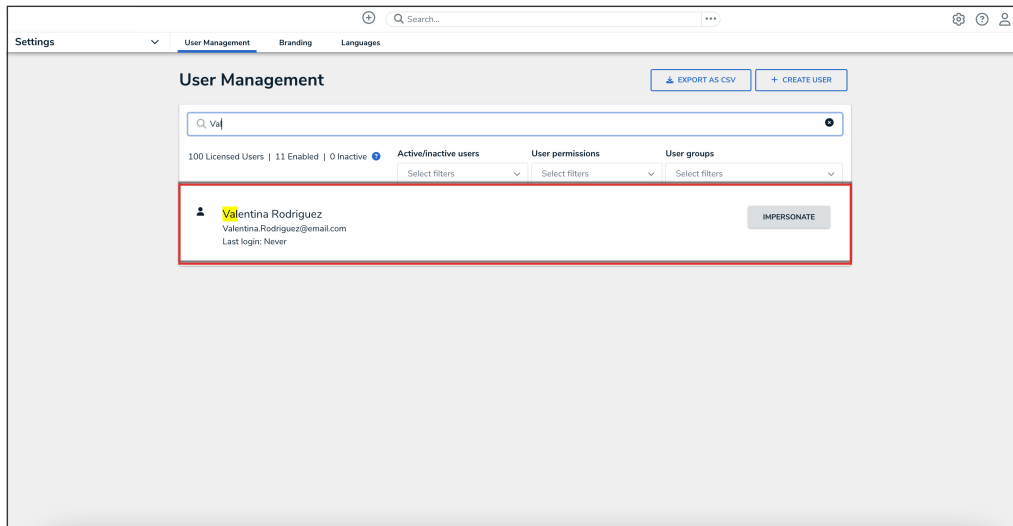
Administration Icon

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

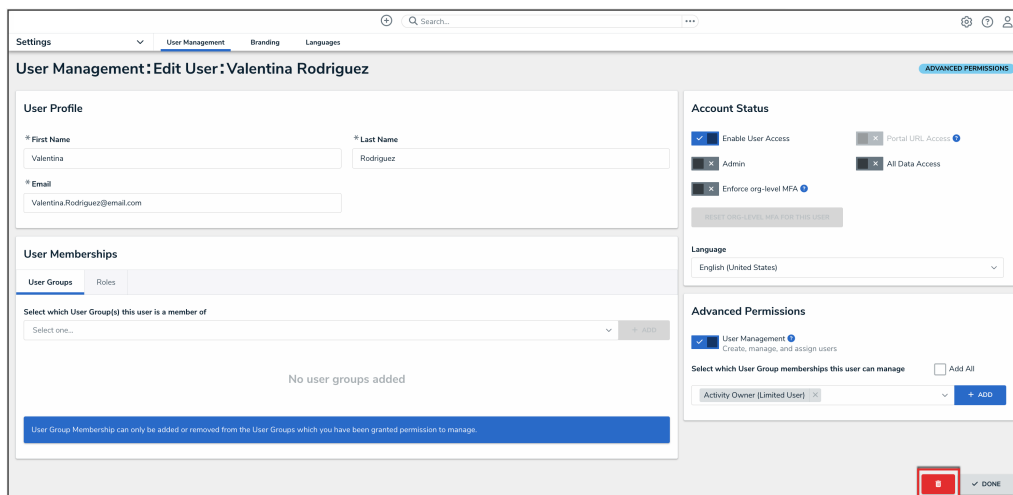
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Best Practice:

We recommend **disabling a user's account** instead of deleting their account to avoid impacting any existing role and assignment configurations and their associated workflows. User's with disabled accounts are not counted towards your Org's maximum user count.

1. From the **Edit User** screen, click the **Delete** icon to delete the user profile.



Delete Icon

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

Settings

User Management

Branding

Languages

Search...

Settings

Help

User

User Management: Edit User: Valentina Rodriguez

ADVANCED PERMISSIONS

Account Status

☒ Enable User Access

☒ Portal URL Access

☒ Admin

☒ All Data Access

☒ Enforce org-level MFA

RESET ORG-LEVEL MFA FOR THIS USER

Language

English (United States)

Advanced Permissions

☒ User Management

Create, manage, and assign users

Select which User Group memberships this user can manage

☐ Add All

Select one...

DELETE user?

Don't want to delete the user? Try the deactivate option.

CANCEL

DELETE

User Profile

* First Name

Valentina

* Last Name

Rodriguez

* Email

Valentina.Rodriguez@email.com

User Memberships

User Groups

Roles

Select which User Group(s) this user is a member of

Select one...

+ ADD

No user groups added

User Group Membership can only be added or removed from the User Groups which you have been granted permission to manage.

1

DONE

Delete Confirmation Screen