

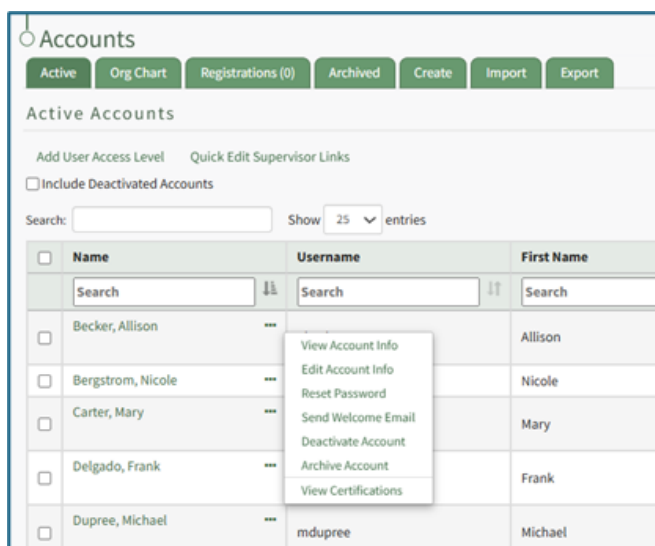
# Permanently Delete a User Account

An account must first be archived before it can be deleted.

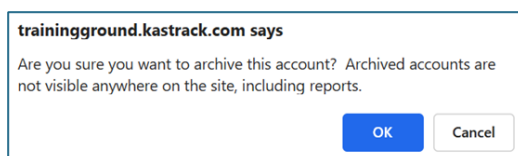
## How To: Archive a User Account

To archive an account, open the Active Tab on the Accounts Page in the Accounts Module.

Click the three dot (...) icon next to the user in the Active Accounts Table, opening the context menu. Select “Archive Account”.



Selecting “Archive Account” from the context menu will open a Confirmation Modal.

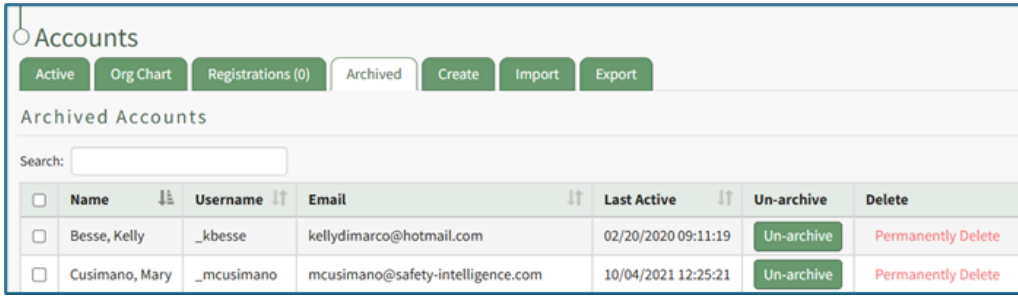


The modal states, “Are you sure you want to archive this account? Archived accounts are not visible anywhere on the site, including reports.”

Select the “OK” button to archive the selected user account. The user account will be removed from the table of active accounts. Their account information is now found under the Archived Tab on the Accounts Page.

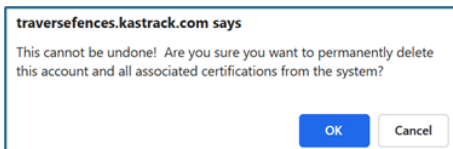
Select the “Cancel” button and return to the Active Tab on the Accounts Page.

To permanently delete a user account, go to the Archived Tab on the Accounts Page in the Accounts Module.



<input type="checkbox"/>	Name	Username	Email	Last Active	Un-archive	Delete
<input type="checkbox"/>	Besse, Kelly	_kbesse	kellydimarco@hotmail.com	02/20/2020 09:11:19	Un-archive	Permanently Delete
<input type="checkbox"/>	Cusimano, Mary	_mcusimano	mcusimano@safety-intelligence.com	10/04/2021 12:25:21	Un-archive	Permanently Delete

Identify the user whose account you want to permanently delete and click “Permanently Delete” within that user’s information row.



A confirmation modal appears stating, “This cannot be undone! Are you sure you want to permanently delete this account and all associated certifications from the system?”

Select the “OK” button to permanently delete the user’s account. Click “Cancel” to return to the Archived Tab without making any changes.

If you wish to delete multiple accounts at once, use the checkboxes beside each account to select multiple accounts, then click the Permanently Delete button from the With Select popup above the table once checkboxes have been selected.

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