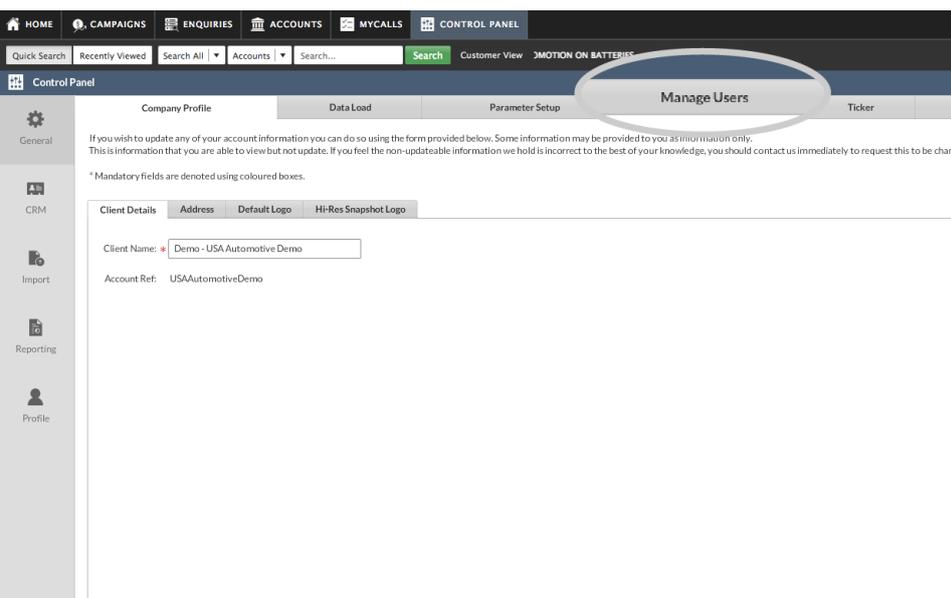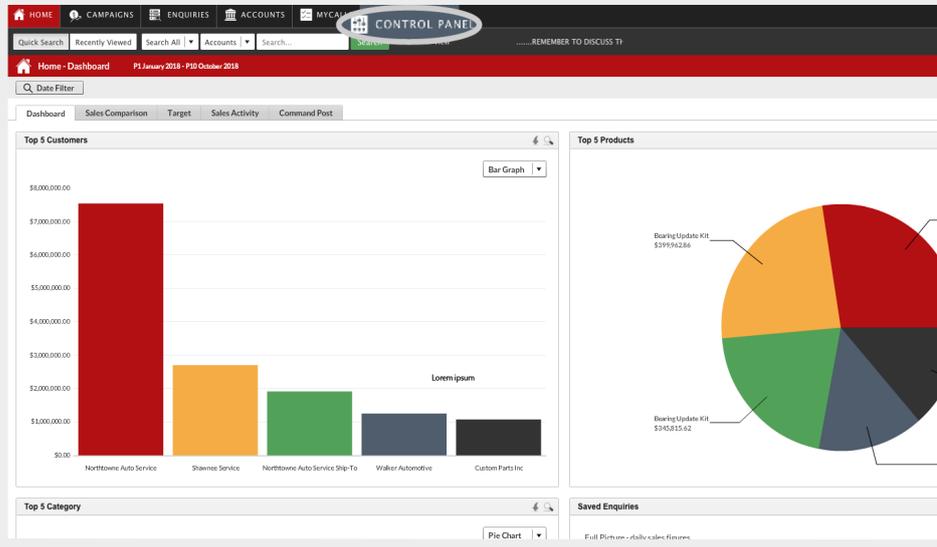# HOW TO DISABLE OR DELETE A USER FROM SALES-I

This article will show Power Users how to disable or delete a sales-i user.

Please note: Disabling a user, temporarily prevents them from accessing sales-i, whilst deleting a user (and informing sales-i they've been deleted) removes them from sales-i all together.

01 From the black navigation bar at the top of the screen, click **Control Panel**.
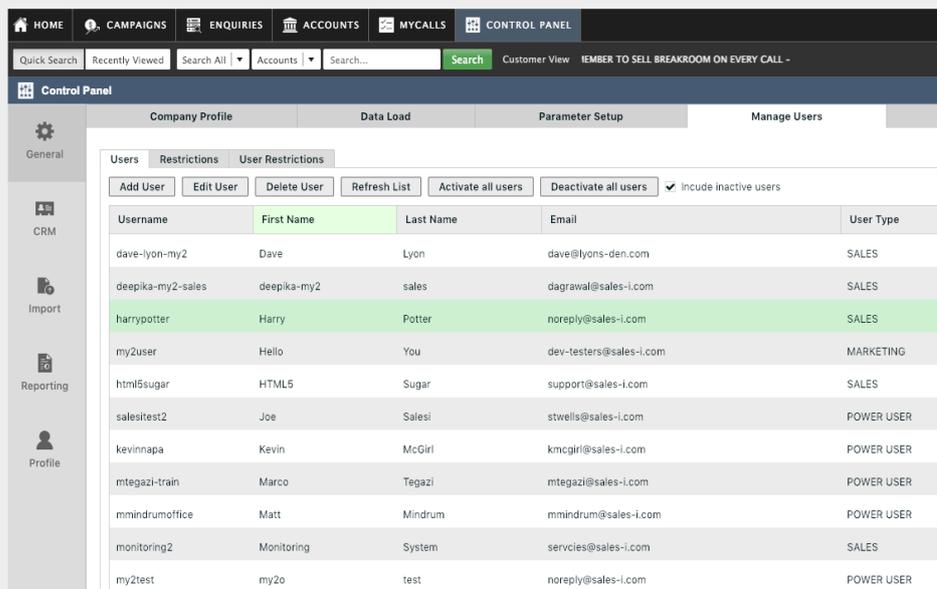
02 Next, Click **Manage Users**. (It's the fourth tab from the left.)

03 Single click anywhere on the line of the user you would like to disable or delete. The line will highlight green.

You now need to decide whether to delete or disable this user.

If you wish to disable the user go to step 4.

If you wish to delete the user skip to step 5.

Ticker	Campaign Manager	Edit Prospect Configuration	Command Post	Document Storage	MyCalls

Categorisation	Restrictions	Last Login	CMode	Champion	Status	SU Access
	0	Thu Jan 1 1970 at 2:00am	N	N	ON ☐	ON ☐
	0	Thu Feb 15 2018 at 3:27pm	N	N	ON ☐	ON ☐
	0	Thu Jan 1 1970 at 2:00am	N	N	ON ☐	ON ☐
	0	Tue Apr 17 2018 at 9:16am	N	N	ON ☐	ON ☐
	0	Tue Dec 11 2018 at 4:08pm	N	N	ON ☐	ON ☐
	0	Wed Aug 30 2017 at 7:22pm	N	N	ON ☐	ON ☐
	0	Wed Feb 14 2018 at 9:43pm	N	N	ON ☐	ON ☐
	4	Thu Jan 1 1970 at 2:00am	N	N	ON ☐	ON ☐
	0	Mon Dec 10 2018 at 7:26pm	N	N	ON ☐	ON ☐
	0	Thu Mar 15 2018 at 1:29pm	N	N	ON ☐	ON ☐
	0	Fri Dec 16 2016 at 9:05am	N	N	ON ☐	ON ☐
	0	Tue Jan 15 2019 at 9:23am	N	N	ON ☐	ON ☐
	0	Fri Nov 30 2018 at 3:34pm	N	N	ON ☐	ON ☐
	0	Fri Nov 30 2018 at 3:09pm	N	N	ON ☐	ON ☐
	0	Sun Nov 4 2018 at 11:35am	N	N	ON ☐	ON ☐
	0	Thu Jan 1 1970 at 2:00am	N	N	ON ☐	ON ☐
	0	Thu Jan 10 2019 at 11:27am	N	N	ON ☐	ON ☐
	1	Tue Sep 11 2018 at 9:10am	N	N	ON ☐	ON ☐
	0	Wed Jan 31 2018 at 9:25am	N	N	ON ☐	ON ☐
	0	Tue Sep 11 2018 at 9:20am	N	N	ON ☐	ON ☐

HOW TO DISABLE A USER:

04 To disable a user, click on the green slider on the user's line under the **Status** heading, so that it grays out and says **OFF**.

The user is now disabled.
You can re-enable this user at any time by sliding the switch back to ON (green).

Please Note: Users that have been disabled from sales-i will still be treated as active users.

TO DELETE A USER:

05 To delete a user, click the third option from the left, **Delete User**.

If the Delete User option is greyed out, ensure that the user is correctly selected (highlighted green) as described in Step 3.

🏠 HOME 📣 CAMPAIGNS 📋 ENQUIRIES 🏛 ACCOUNTS 📊 MYCALLS ▦ CONTROL PANEL

Quick Search | Recently Viewed | Search All ▾ | Accounts ▾ | Search... | Search | Customer View | REMEMBER TO SELL BREAKRO

▦ Control Panel

⚙️ General | 🖥 CRM | 📥 Import | 🗒 Reporting | 👤 Profile

	Company Profile	Data Load	Parameter Setup	Manage Users

Users | Restrictions | User Rest...

[Add User] [Edit Us...] **Delete User** [...t] [Activate all users] [Deactivate all users] ✔ Incude inactive users

Username		Last Name	Email	User
dave-lyon-my2	Dave	Lyon	dave@lyons-den.com	SALE
deepika-my2-sales	deepika-my2	sales	dagrawal@sales-i.com	SALE
harrypotter	Harry	Potter	noreply@sales-i.com	SALE
my2user	Hello	You	dev-testers@sales-i.com	MAR
html5sugar	HTML5	Sugar	support@sales-i.com	SALE
salesitest2	Joe	Salesi	stwells@sales-i.com	POW
kevinnapa	Kevin	McGirl	kmcgirl@sales-i.com	POW
mtegazi-train	Marco	Tegazi	mtegazi@sales-i.com	POW
mmindrumoffice	Matt	Mindrum	mmindrum@sales-i.com	POW
monitoring2	Monitoring	System	servcies@sales-i.com	SALE
my2test	my2o	test	noreply@sales-i.com	POW
sales-i-my2	sales-i	admin	noreply@sales-i.com	POW
regression-auto-power-my2	Test	AutoPower	dev-testers@sales-i.com	POW

@lyons-den.com	SALES	0	Thu Jan 1 1970 at 2:00am
awal@sales-i.com	SALES	0	Thu Feb 15 2018 at 3:27pm
ply@sales-i.com	SALES	0	Thu Jan 1 1970 at 2:00am
testers@sales-i.com	MARKETING	0	Tue Apr 17 2018 at 9:16am
ort@sales-i.com	SALES	0	Tue Dec 11 2018 at 4:08pm
ils@sales-i.com	POWER USER	0	Wed Aug 30 2017 at 7:22pm
girl@sales-i.com	POWER USER	0	Wed Feb 14 2018 at 9:43pm
azi@sales-i.com	POWER USER	4	Thu Jan 1 1970 at 2:00am
ndrum@sales-i.com	POWER USER	0	Mon Dec 10 2018 at 7:26pm
cies@sales-i.com	SALES	0	Thu Mar 15 2018 at 1:29pm
ply@sales-i.com	POWER USER		Fri Dec 16 2016 at 9:05am
ply@sales-i.com	POWER USER		Tue Jan 15 2019 at 9:23am
testers@sales-i.com	POWER USER		Fri Nov 30 2018 at 3:34pm
testers@sales-i.com	SALES		Fri Nov 30 2018 at 3:09pm
testers@sales-i.com	SALES	0	Sun Nov 4 2018 at 11:35am
testers@sales-i.com	MARKETING		Thu Jan 1 1970 at 2:00am
testers@sales-i.com	POWER USER	0	Thu Jan 10 2019 at 11:27am
testers@sales-i.com	SALES	1	Tue Sep 11 2018 at 9:10am
user@sales-i.com	SALES	0	Wed Jan 31 2018 at 9:25am
s@sales-i.com	SALES	0	Tue Sep 11 2018 at 9:20am

Delete User ✖

Are you sure you wish to delete the user:
Harry Potter

[Yes] [No]

06 A window will now appear on the screen asking if you want to delete the user. Select **Yes** to delete the user.

The user will now be deleted and will no longer show up in the Manage Users window in sales-i.

Once you've done this please send an email to support@sales-i.com and include the user name of the deleted user.