**Remove a User**

If a user no longer needs access to ServicePoint (e.g. they no longer work for the provider/organization), the user may be removed from the system.

**IMPORTANT**

Be sure you want to delete the user before you do so. Although user information is retained within the database for reporting purposes, they are marked as "Inactive", and therefore, are no longer viewable. Once a user is deleted it cannot be "Undelete."

1. Click the Admin tab on the navigation toolbar. The screen will refresh and display the Admin Dashboard. (See Figure 1-22)

![Admin Dashboard](image)

**Figure 1-22**

2. Click User Admin. (1) The User Search screen will display. (See Figure 1-23)

![User Search](image)

**Figure 1-23**
3. Enter key words in the **Search** (1) field to locate the user and click **Search**. (2) (See Figure 1-24)

![User Search Results](image)

**Figure 1-24**

4. **User Search Results** will display. Click the **Red X** icon (1) next to the user that is being removed from **ServicePoint**. (1) A confirmation screen will display. (See Figure 1-25)

![Please Confirm](image)

**Figure 1-25**

5. Click **Yes** to confirm the deletion. (1) Click **No** to return to **User Search Results** without deleting the user. (2)