



### How to Make a User Inactive

This Job Aide covers how to make a User inactive.

- iChannel *recommendation* is to mark a User's as "Inactive" instead of permanently deleting the user from iChannel. Deleting User's from iChannel will permanently remove all history of the user account. By marking the User as Inactive only, this will ensure the historical user account is preserved.
- iChannel *recommendation* is to also ensure that any **Activities, Task, Workflows, Routing, etc.** where the User is assigned or the primary contact, be *reassigned* to another **Active User** prior to marking a User as Inactive.
- Step 1** is to make the **Subscriber record Inactive**. **Step 2** is make the **Contact record Inactive**.

## Steps for How to Make a User (Subscriber) Inactive

### Steps Actions

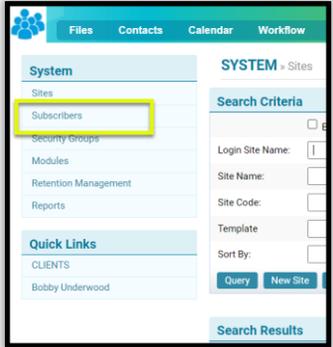
1

Access the **System** tab from the **iChannel Dashboard**.



2

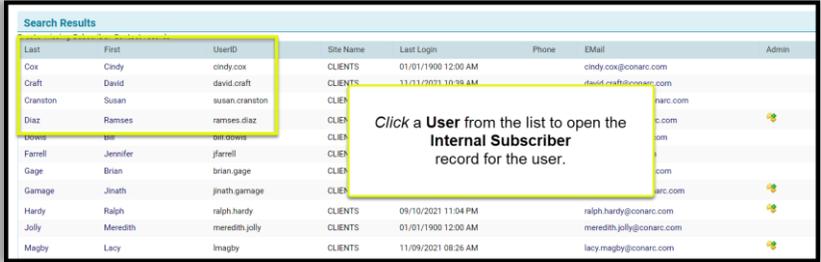
On the **System** page, *click* on the **Subscriber** link on the navigation panel. This will display a list of subscribers.



The **System » Site Details** page will display.

3

On the **System » Site Details** page, *select* the **User** from the **Subscribers** column you would like to make Inactive.

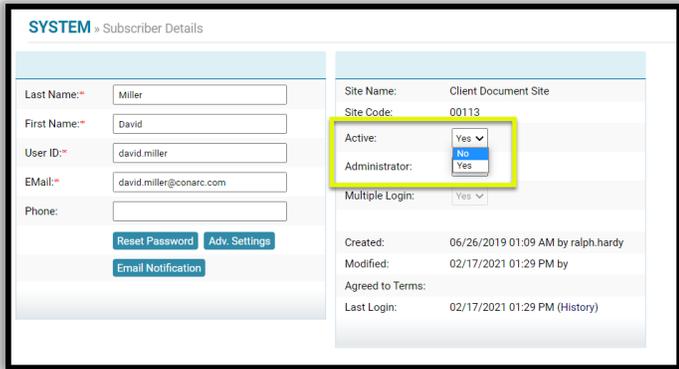


The **System » Subscriber Details** page displays.



4

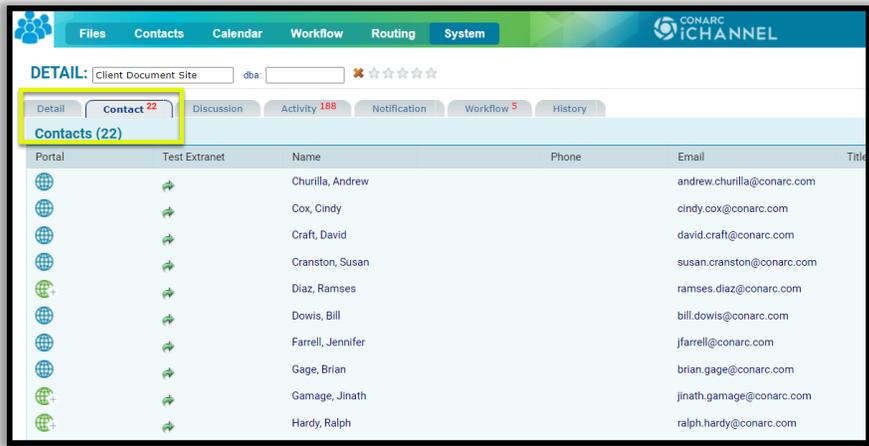
In the **Active** drop-down list, *select No*. *Click Save*.



**Step 1** is to make the **Subscriber** record **Inactive**. **Step 2** is make the **Contact** record **Inactive**.

Next locate the **Site** where the User will also need to be marked as Inactive on the **User Contact** record. The **Client Detail:**  page will display.

5



*Click on the Name of the Contact you want to mark Inactive.*

In the **Active** drop-down list, *select No*. *Click Save*.

