

How to disable a user account

This documentation, including images, videos and text, is accurate as of Version 5.12 of Pascal.

We strive to keep our documentation up to date with each release to ensure it remains a reliable resource for our users. However, given the dynamic nature of our software development, there might be instances where changes introduced in subsequent versions are not immediately reflected in this documentation. We encourage users to refer to [the latest release notes](#) and to use the feedback mechanism for any discrepancies or requests for clarification.

It may be necessary to temporarily disable the account of a user. This can be done by an administration Owner or Admin.

- 1 Click on your initials in the top right corner.
- 2 Select Settings besides your Pascal environment's name.
- 3 Navigate to the Users page in the Organisation section.
- 4 Select the Deactivate icon in the Actions field of the user. If cases are assigned to this user, a popup will show up to ask what should happen to these cases:
 - Select Reassign to reassign these cases to another user, thereafter the new assignee can be selected.
 - Select Delete to delete the cases currently assigned to this user, thereafter confirm that you indeed want to delete the cases.
- 5 Select the Deactivate button.

The user's account has now been deactivated. This means they will no longer be able to perform any actions within an active session. Additionally, once they log out, they will not be able to log in again. The user can be enabled again in this page at any time.

Revision #2

Created 26 January 2024 14:25:54 by Sanne Janssen

Updated 29 February 2024 12:31:49 by Sanne Janssen