

How to restore a deleted 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.

When a user account is deleted, the account is moved to the recycle bin. It is stored there for 28 days after deletion and can be restored by an organisation owner or admin during that time.

- 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 Click on Filter at the top right of the Users page.
- 5 Turn on the slider next to Deleted. This will show all deleted users.
- 6 Select the Undo icon in the Actions section of the user.
- 7 Then confirm the user should be restored.

The user's account has now been reactivated.

Cases that were originally related to this user will not be automatically restored or assigned back to the user.

Users that are in the recycle bin can also be permanently deleted by clicking on the blue trash bin. Mind that it is no longer possible to recover a user once it is permanently deleted.

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