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How to Remove/Disable a User

Jay-Ileen (Ai) - 2023-04-14 - [Essential Articles to Help You Get Started](#)

Only the Premium plan has the ability to remove the user seat and remove the user. The account owner can remove a user by disabling the user (provider) status. This will deactivate the provider's account.

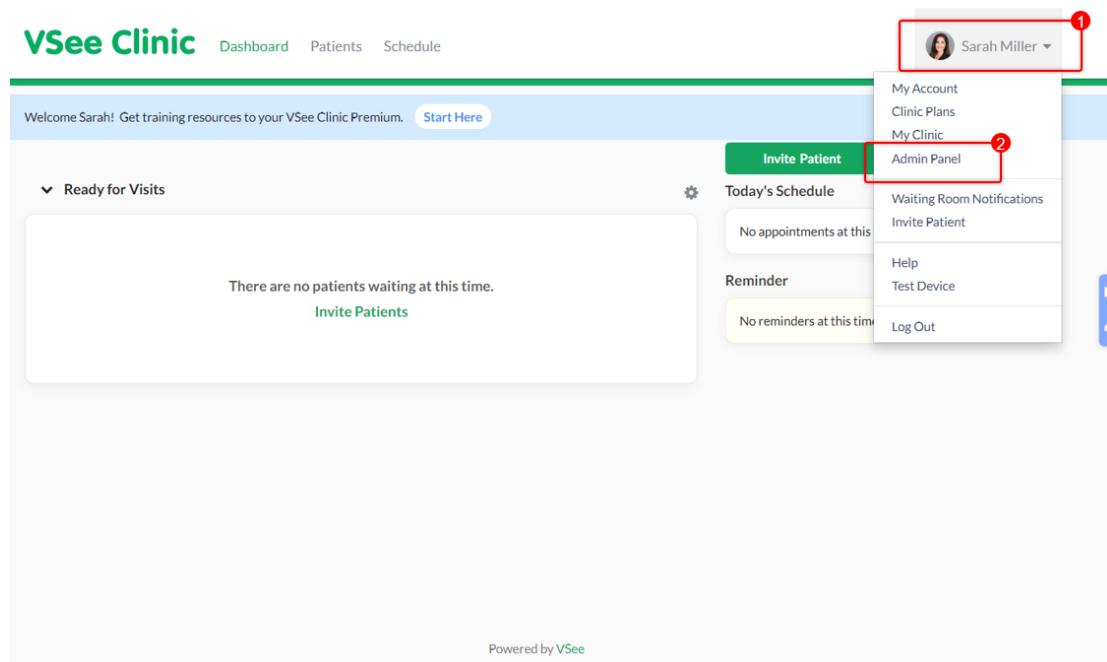
Removing a user (provider) will empty up a user seat, which means that the Account owner can reduce the number of user seats.

By reducing the user seat, the account owner will get a prorated credit on the account for that particular user seat, and this will reflect on the following month's bill.

The deactivated user will not be able to log in to the clinic. But all of the user's records will remain in the database and not be deleted. You can still activate the user's account when necessary.

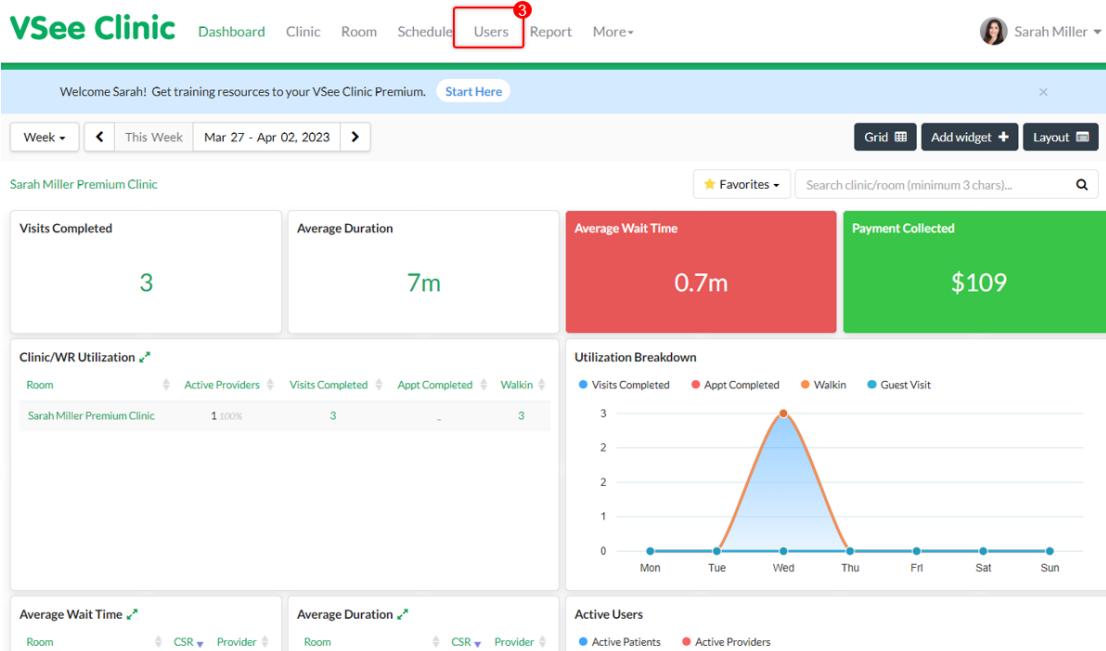
1. Click on **Your Name** or the **Profile Menu**.

2. Select **Admin Panel**.



You will be routed to the Analytics Dashboard of the clinic.

3. Click on the **Users** tab.



4. Under Action, click on **Disable** on the selected user you want to disable the account.

The 'Users' page lists two users:

ID	Last login	User	Action
	2023-03-31 11:35:35 (Not login yet) Sign up: 2023-03-26 10:54:14 Status: Active	Sarah Miller ID: 1000164693 User name: jayleen+premium@vseelab.com Email: jayleen+premium@vseelab.com VSee ID: jayleen+premium@vseelab.com Type: Provider (CA)	Edit Set password
	(Not login yet) Sign up: 2023-03-31 06:49:55 Status: Active	Andrea Sanders ID: 1000200838 User name: andrea.sanders@gmail.com Email: andrea.sanders@gmail.com VSee ID: andrea.sanders@gmail.com Type: Provider	Edit Set password Disable

A red box highlights the 'Disable' link for the second user, Andrea Sanders.

5. A pop-up window will appear. Click **Disable The User**.

The screenshot shows the 'Users' section of the VSee Clinic dashboard. A modal dialog box is open, asking 'Disable User?' with the message: 'By doing this, andrea.sanders@gmail.com will not be able to login to the clinic.' It contains 'Cancel' and 'Disable The User' buttons, with the latter being highlighted with a red box. The main table lists two users: 'Sarah Miller' and 'Andrea Sanders'. The 'Sarah Miller' row includes an 'Edit' and 'Set password' button. The 'Andrea Sanders' row includes an 'Edit' and 'Set password' button, as well as a 'Disable' button which is also highlighted with a red box. The table has a header with 'Select', 'Last login', 'User', and 'Action'. A footer at the bottom shows 'Showing 1 to 2 of 2' and a page number '1'.

The user's account is now deactivated which means he can no longer log in to the clinic unless you activate his account.



If you have any questions, please contact us at help@vsee.com

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