How to Remove/Disable a User

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

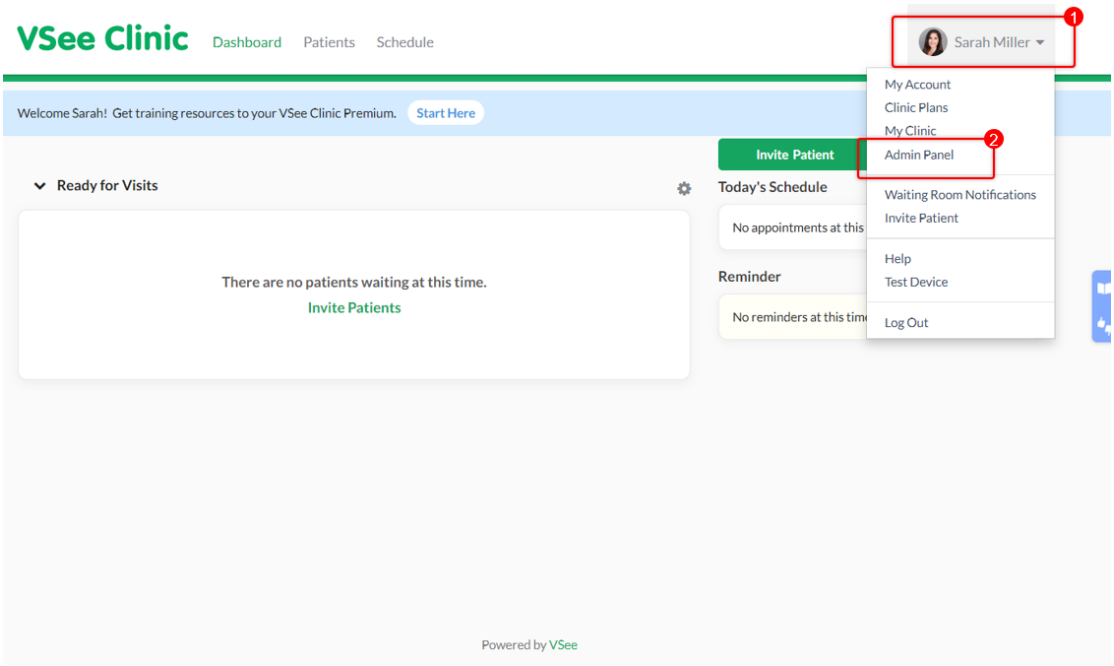
Only the Premium plan has the ability to remove the user seat and remove the user. The account owner can remove a user by disabling the user (provider) status. This will deactivate the provider's account.

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.

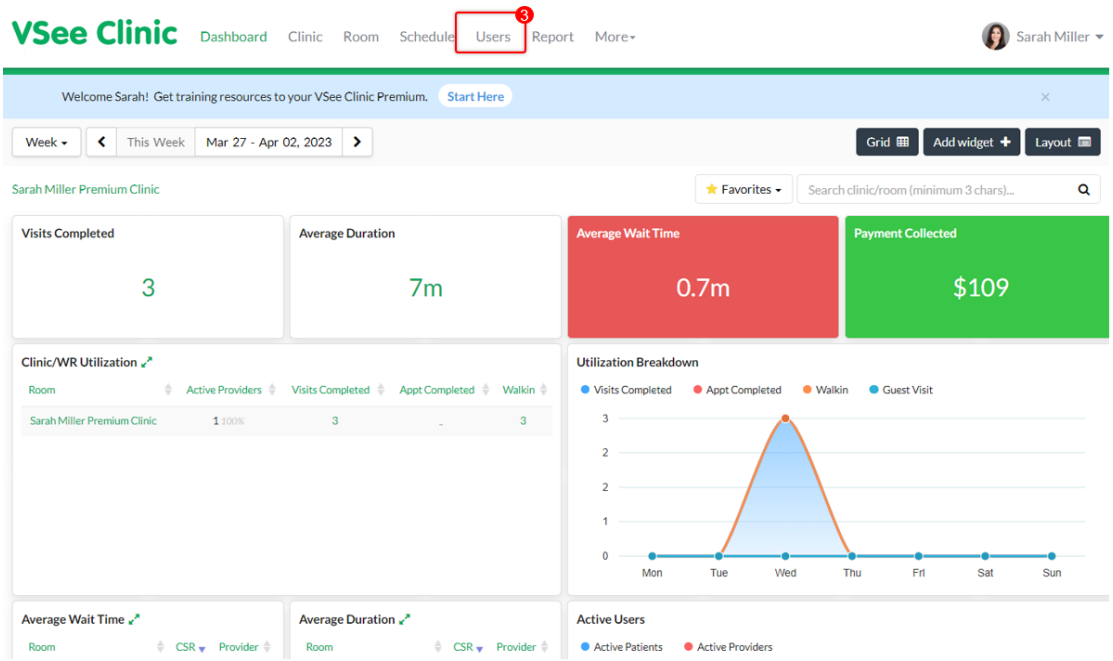
1. Click on **Your Name** or the **Profile Menu**.

2. Select **Admin Panel**.

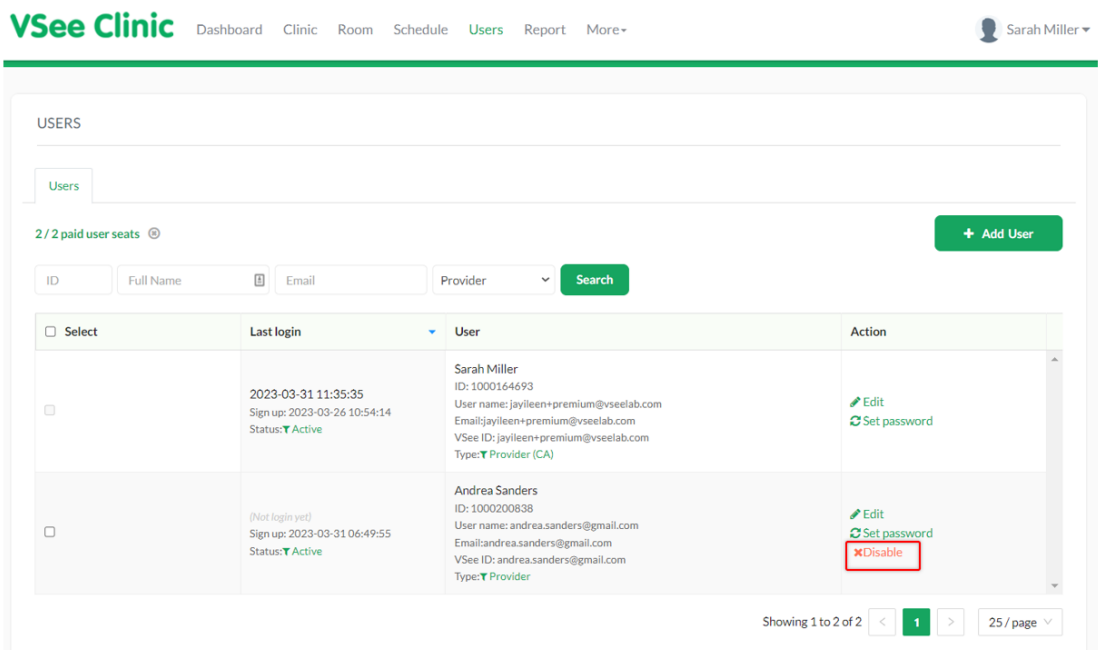


You will be routed to the Analytics Dashboard of the clinic.

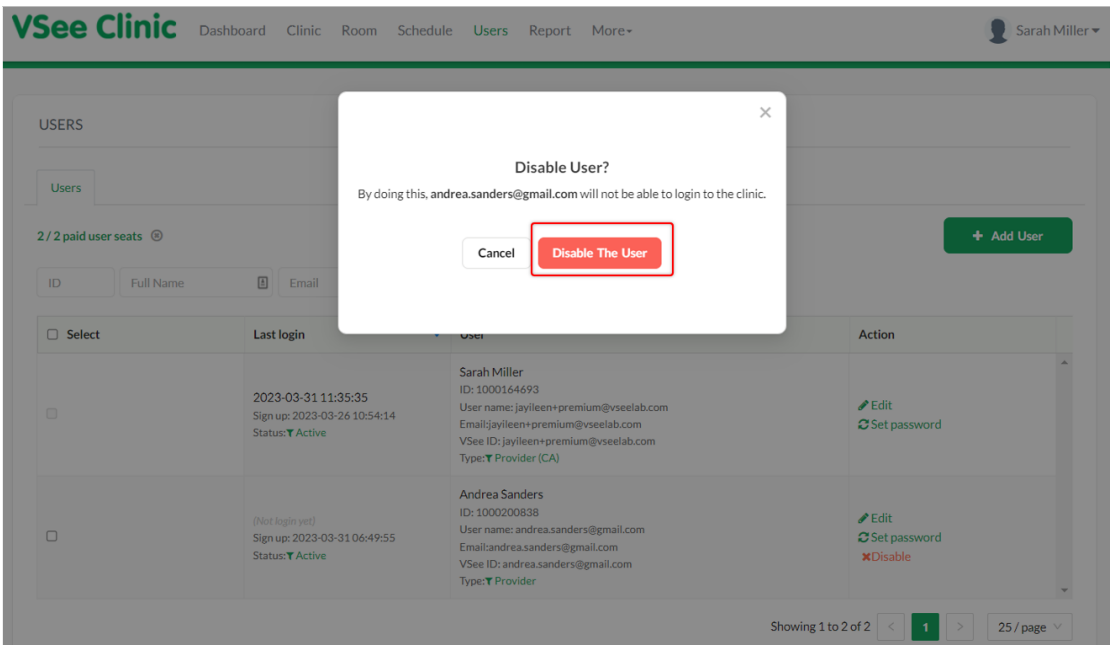
3. Click on the **Users** tab.



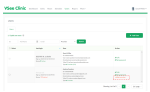
4. Under Action, click on **Disable** on the selected user you want to disable the account.



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



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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- Tags
- disable user
- premium
- remove user
- user seat