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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.

VSee Clinic Dashboard Patients Schedule			👩 Sarah Miller 👻
Welcome Sarah! Get training resources to your VSee Clinic Premium. Start Here			My Account Clinic Plans My Clinic
✓ Ready for Visits	¢	Invite Patient Today's Schedule	Admin Panel Waiting Room Notifications
		No appointments at this	Invite Patient
There are no patients waiting at this time.		Reminder	Help Test Device
Invite Patients		No reminders at this time	Log Out
Powered by VSee			

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

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

Welcome Sarah! Get training resource	es to your VSee Clinic Premium. Start Here		×
Week - This Week Mar 27 - A	Apr 02, 2023		Grid 🎟 🛛 Add widget 🕂 🛛 Layout 🕯
rah Miller Premium Clinic		★ Favorites •	Search clinic/room (minimum 3 chars)
fisits Completed	Average Duration	Average Wait Time	Payment Collected
3	7m	0.7m	\$109
linic/WR Utilization 🖋	Visits Completed      Appt Completed      Walkin	Utilization Breakdown	Walkin Guest Visit
Sarah Miller Premium Clinic 1 100%	3 _ 3	Mon Tue Wed	Thu Fri Sat Sun

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

USERS			
Users			
2/2 paid user seats 🐵			+ Add User
ID Full Name	Email	Provider • Search	
Select	Last login	▼ User	Action
	2023-03-31 11:35:35 Sign up: 2023-03-26 10:54:14 Status: <b>T</b> Active	Sarah Miller ID: 1000164693 User name; jayileen+premium@vseelab.com Email; jayileen+premium@vseelab.com Vsee ID: jayileen+premium@vseelab.com Type: <b>T</b> Provider (CA)	<ul> <li>✓ Edit</li> <li>♂ Set password</li> </ul>
	(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	<ul> <li>✓ Edit</li> <li>♂ Set password</li> <li>× Disable</li> </ul>

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

See Clinic	Dashboard Clinic Room Sche	dule Users Report More≁	Sa	irah M
USERS		×	<pre></pre>	
Users		Disable User?		
?/2 paid user seats ®	By doing this	andrea.sanders@gmail.com will not be able to login to the clinic.	+ Add Us	ser
ID Full Name	E Email	• Ostr	Action	
	2023-03-31 11:35:35 Sign up; 2023-03-26 10:54:14 Status:# Active	Sarah Miller ID: 1000164693 User name: jayileen premium@vseelab.com Emalipyileen premium@vseelab.com VSec ID: jayileen premium@vseelab.com Type: T Provider (CA)	✓Edit Set password	
	(Not login yet) Sign up: 2023-03-31 06:49:55 Status: <b>T Active</b>	Andrea Sanders ID: 1000200638 User name: andrea.sanders@gmail.com Emailandrea.sanders@gmail.com VSee ID: andrea.sanders@gmail.com Tope: (Provider	<pre>✓ Edit</pre>	

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 <u>help@vsee.com</u>

Last updated on: 02 April 2023

Tags
disable user
premium
remove user
user seat