Delete a Website User

Overview

On occasion, Administrators may want to remove a user from the database completely. This is done either in Website User Maintenance in the CMS or on the website in User Maintenance. Users with active orders cannot be deleted.

If you just want to prevent a user from logging into your site, see: Disable/deactivate a User.

Step-by-step guide

Add, edit and configure website users in the CMS.

> ✅ To turn off the Confirm step, on the website, go to Settings General. Untick **Show Confirm On Grid Delete/Remove**.

Delete a user in User Maintenance

1. As Website Administrator, go to **Accounts User Maintenance** (zUsers.aspx).
2. Use the **Search** tool to find the user account.
   .
3. Click the radio button next to user account.
4. On the user details page,, click **Delete**.

| Search | User | Roles | Accounts | Audit | New User |

Modify Copy Delete Change Email Address Change Default Customer Reset Password Approve User

Login ID : sarahl.ti@gmail.com

5. To confirm deletion, click **Yes**.

> ⓘ *A user with active orders cannot be deleted. To check active orders, go to Order Tracking for the user and check for active orders submitted by the user.*
>
> | Search | User | Roles | Accounts | Audit | New User |
>
> Modify Copy Delete Change Email Address Change Default Customer Reset Password Notify User   Cannot delete as user has active orders.
>
> Login ID : sarahl.ti@gmail.com

Related help

- User Impersonation
- Create CMS Users
- MS Active Directory Setup Guide
- Microsoft Azure AD SSO
- Users & Roles