

Delete User Accounts

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Unused accounts may be deleted by the portal administrator. Used accounts must be labelled and deleted by digitalbrain customer support.

1. Go to the **TOOLS** drop down menu and choose **ACCOUNT ADMINISTRATION**.
2. Click the **ACCOUNTS** tab to display all user accounts as shown below.

select	username	path
<input type="checkbox"/>	abanks.anyschool (adam banks)	visit
<input type="checkbox"/>	bbrown.anyschool (barry brown)	visit unused
<input type="checkbox"/>	cclarke.anyschool (colin clarke)	visit unused

To delete unused accounts (check unused label)

1. Select the account (tick to left) and click **delete** from the toolbar.
2. Click **delete** to confirm the deletion.

To delete used accounts

1. Select the account(s) and click **condemn** from the toolbar. This will place a condemned label to the right of the account(s).
2. Send a message to customersupport@digitalbrain.com with a request for the condemned accounts to be deleted. N.B. Please include your school or LEA username in the message. Digitalbrain will delete the labelled accounts.

To reprieve accounts marked for deletion

Select the account(s) and click **reprieve** from the toolbar. This will remove the condemned label.