Update, Disable, or Retire a System User

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Overview

This guide will help you change a user's identity or access, disable sign-in, or retire the account while preserving audit history.

Updates change authentication/access state. Source blocks deletion of a super administrator and states that historical transactions are retained for other users, but the exact removal implementation remains under verification.

Who can do this

You need access to System Users Update; System Users Delete plus explicit account-retirement approval.

Before you start

Identify the user by stable record ID and username. Review active sessions, assigned role/companies, transaction ownership, audit requirements, and replacement responsibility.

> Before saving, check that the correct company is open and that you have permission to complete this task.

Where to find it

Back Office → User Management → Manage System Users.

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Step 1: Filter and select the exact user

Step 2: For profile/access changes, edit approved fields, role, Active User, or

For profile/access changes, edit approved fields, role, **Active User**, or **Allow Login**.

Step 3: Change the password only through the authorized credential-reset process

Step 4: Choose Update and confirm

Step 5: For immediate access suspension, disable Allow Login and/or Active User

For immediate access suspension, disable Allow Login and/or Active User before considering removal.

Step 6: Choose Delete only with explicit approval and after reading the

Choose **Delete** only with clear approval and after reading the transaction-history warning.

Check your work

Confirm sign-in is allowed or denied as intended and that historical reports/activity still identify the user.

> Take a moment to check your work before closing the window. This small check can save time later.

If something goes wrong

- Do not delete an account solely to revoke access; disabling is safer when supported.
- Do not reassign a user to a broad role as a temporary fix.

Related guides

- Create a System User
- Grant and Revoke Muhasib Permissions
- Review User Activity

What to do next

> **Create a System User**.

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