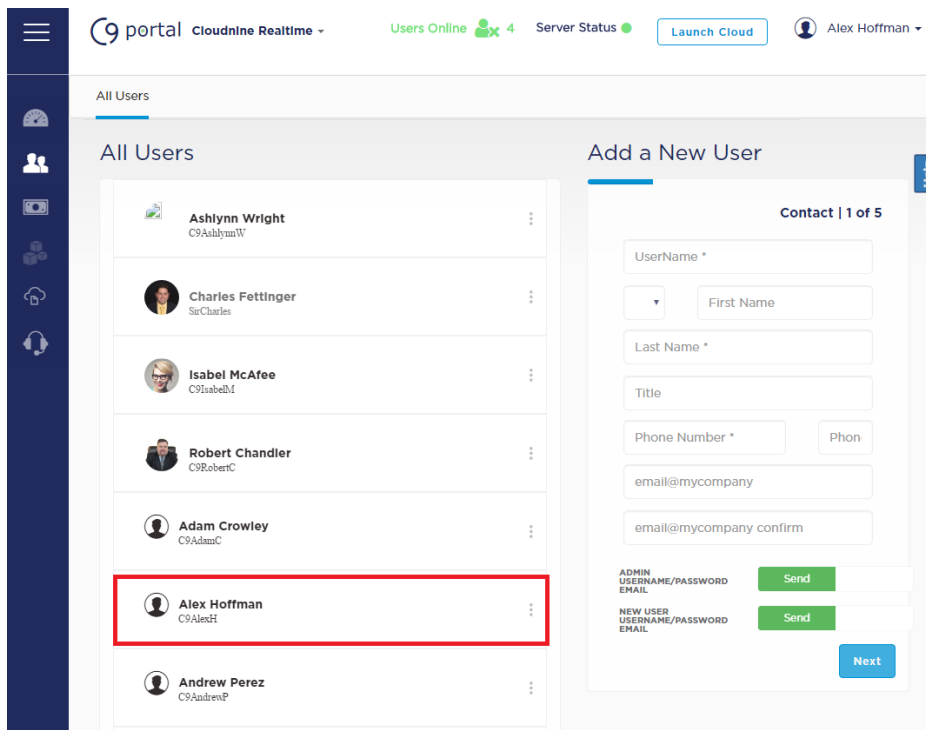


How to Disable Users

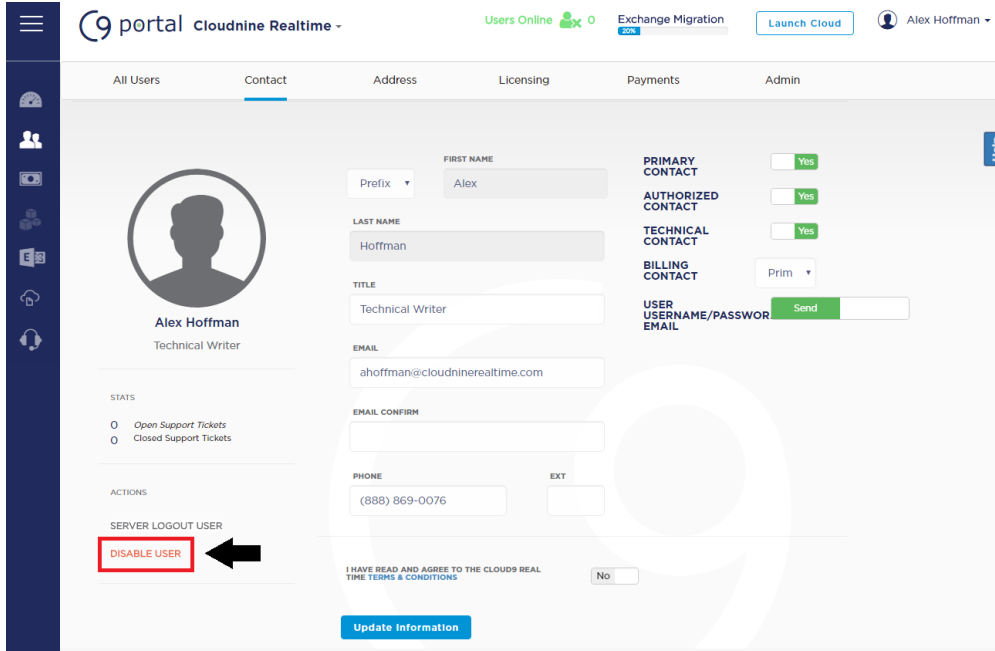
PURPOSE

Reference the following steps to disable/remove a user through the C9 Portal.

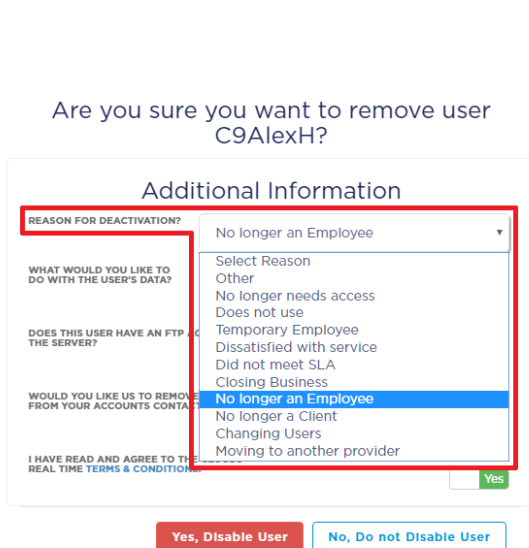
1. Log in to the [C9 Portal](#).
2. Click the **Manage Users** icon (👤) in the main side menu.
3. Select the user you want to disable.



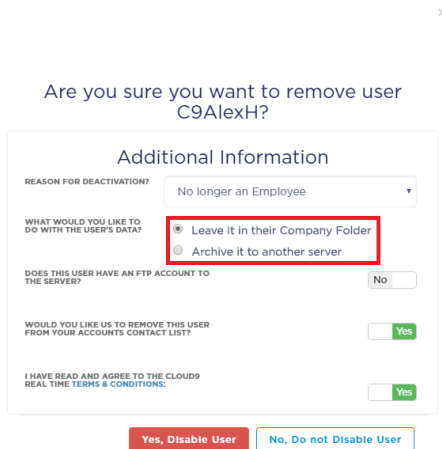
4. Click **Disable User** (disable user window opens).



5. Specify a reason for deactivating the user.



6. Specify what to do with the user's data.



Are you sure you want to remove user C9AlexH?

Additional Information

REASON FOR DEACTIVATION? No longer an Employee

WHAT WOULD YOU LIKE TO DO WITH THE USER'S DATA?
 Leave It in their Company Folder
 Archive it to another server

DOES THIS USER HAVE AN FTP ACCOUNT TO THE SERVER? No

WOULD YOU LIKE US TO REMOVE THIS USER FROM YOUR ACCOUNTS CONTACT LIST? Yes

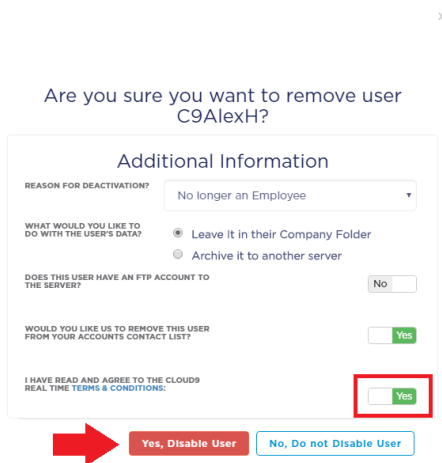
I HAVE READ AND AGREE TO THE CLOUD9 REAL TIME TERMS & CONDITIONS: Yes

Yes, Disable User No, Do not Disable User

7. Indicate (Yes/No) if the user has an FTP account to the server.

8. Indicate (Yes/No) if you would like the user removed from your accounts contact list.

9. Agree to the Cloudnine Terms & Conditions and click **Yes, Disable User**.



Are you sure you want to remove user C9AlexH?

Additional Information

REASON FOR DEACTIVATION? No longer an Employee

WHAT WOULD YOU LIKE TO DO WITH THE USER'S DATA?
 Leave It in their Company Folder
 Archive it to another server

DOES THIS USER HAVE AN FTP ACCOUNT TO THE SERVER? No

WOULD YOU LIKE US TO REMOVE THIS USER FROM YOUR ACCOUNTS CONTACT LIST? Yes

I HAVE READ AND AGREE TO THE CLOUD9 REAL TIME TERMS & CONDITIONS: Yes

Yes, Disable User No, Do not Disable User

END OF DOCUMENT

