

OP Practice Portal: Deactivate Staff and Providers

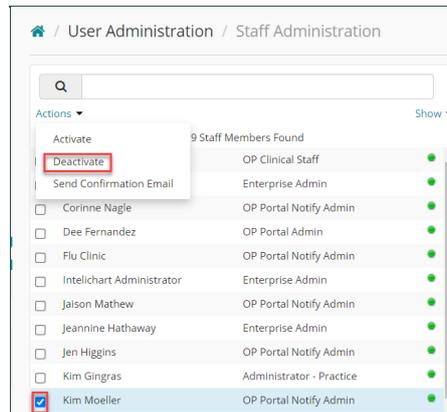
Last Modified on 02/04/2022 12:52 pm EST

About

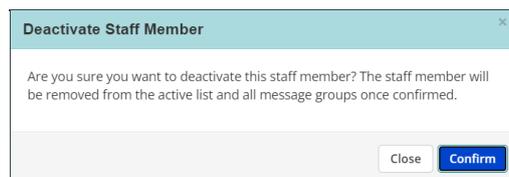
When a Staff Member or Provider leaves the Practice, you'll want to deactivate them on the Practice Portal as well as in OP. Below, you'll find instructions on how to deactivate users in the Practice Portal and view a list of inactive users. Refer to [this article](#) to learn how to deactivate users in OP.

Deactivate a Staff Member or Provider

1. Log into the Practice Portal.
2. Navigate to **User Administration > Staff Members or Providers**.
3. From the panel on the left, select the checkbox(es) for the Staff Member(s) or Provider(s) to deactivate.
4. Click the **Actions** drop-down and select **Deactivate**. The user(s) is/are moved to the list of Inactive Users (see [steps below on how to view Inactive Staff or Providers](#)).



5. The Deactivate Staff Member dialog box displays, click **Confirm**.



Note: The user will be removed from the Active view. Additionally, if the user was assigned to any Message Group(s) they will be removed automatically. If you Activate a user that was deactivated, they will be added back to the Message Group(s) originally assigned.

View Inactive Staff or Providers

1. Navigate to **User Administration > Staff Members or Providers**.
2. Click the **Show** drop-down, and select the **Inactive** checkbox. To only view Inactive users, click the Show drop-down again, and deselect the Active checkbox.