

We are currently updating the OP Help Center content for the release of OP 14.19 or OP 19. OP 19 is a member of the certified OP 14 family of products (official version is 14.19.1), which you may see in your software (such as in Help > About) and in the Help Center tabs labeled 14.19. You may also notice that the version number in content and videos may not match the version of your software, and some procedural content may not match the workflow in your software. We appreciate your patience and understanding as we make these enhancements.

## How do I remove a duplicate portal account?

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If, instead of completing a Merge Match for a self-registration, a PIN is sent to the parent/guardian, a duplicate account will be created in the OP Practice Portal. To remove the duplicate (that does not produce a Merge Match), simply navigate to the account page for the record with the Self-Registered status. Then, in the Account Settings section of the window, click the **Disable** button.