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.