



Cloud Access Manager 8.1.3

How to Delete Users from the Cloud Access Manager Database

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Legend

-  **WARNING:** A WARNING icon indicates a potential for property damage, personal injury, or death.
-  **CAUTION:** A CAUTION icon indicates potential damage to hardware or loss of data if instructions are not followed.
-  **IMPORTANT, NOTE, TIP, MOBILE, or VIDEO:** An information icon indicates supporting information.

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Introduction

This guide describes how to delete users from the Cloud Access Manager database.

Overview

You can delete users from the Cloud Access Manager database using the Delete Users page. The user is not removed from their associated authenticator, for example, Active Directory.

Deleting a user

How to delete a user

1. Log in to the Administration Console using the desktop shortcut **Cloud Access Manager Application Portal**, then click the **Users** link in the left hand navigation menu.
2. Click **Delete Users**.
3. Use the search parameters to select the users you want to delete, then click **Search**.

You should try to be as specific as possible when you enter the search parameters to help reduce the number of search results found in the database. If you have multiple users that you want to delete, you can paste a comma separated list of complete user names into the **Search for users** field.

Delete Users

	User Name	Authenticator	Last Log In Date
<input checked="" type="checkbox"/>	Administrator	Microsoft Active Directory	10/11/17 8:49 PM (for 1 minute)
<input type="checkbox"/>	Kate Nielsen	Microsoft Active Directory	10/11/17 8:49 PM (1 minute ago)
<input type="checkbox"/>	Nigel Handers	Microsoft Active Directory	10/11/17 8:49 PM (1 minute ago)
<input type="checkbox"/>	Stuart Mughal	Microsoft Active Directory	10/11/17 8:49 PM (1 minute ago)
<input type="checkbox"/>	Wilson Malcolm	Microsoft Active Directory	10/11/17 8:47 PM (3 minutes ago)

>

If a user no longer requires access to Cloud Access Manager you can delete them from the Cloud Access Manager database.

Use the search parameters below to search for the user you want to delete.

Select an authenticator

All Authenticators

Show users who last logged in

Anytime

Search for users

Enter one or more user names

Enter a single partial user name or multiple complete user names

Delete Users Select All De-Select All Close Search Reset

4. Select the user(s) that you want to delete, then click **Delete Users**.
5. If Cloud Access Manager has provisioned an application account for the user, you can:
 - Delete & Deprovision
 - Delete Only
 - Cancel.
6. Click the required option. The action is applied to the selected user(s).

Contacting us

For sales or other inquiries, visit <https://www.oneidentity.com/company/contact-us.aspx> or call +1-800-306-9329.

Technical support resources

Technical support is available to One Identity customers with a valid maintenance contract and customers who have trial versions. You can access the Support Portal at <https://support.oneidentity.com/>.

The Support Portal provides self-help tools you can use to solve problems quickly and independently, 24 hours a day, 365 days a year. The Support Portal enables you to:

- Submit and manage a Service Request
- View Knowledge Base articles
- Sign up for product notifications
- Download software and technical documentation
- View how-to-videos
- Engage in community discussions
- Chat with support engineers online
- View services to assist you with your product