Remove user access

After an employee leaves your company, or if you've given someone short-term access to your online company file, you need to remove their access.

You can remove their company file access, which will prevent them from signing in to the file. But you may also want to remove online access to a file (or files).

You must be the company file administrator, or a user assigned the **Administrator** role, to change user access. If you don't sign on as an administrator, the **User Access** option won't appear in the **Setup** menu.

Signed on as an Administrator but still can't see the User Access option? Contact us for help.

To remove a user's access

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1. Go to the **Setup** menu and choose **User Access**. The **User Access** window appears.
2. In the user list, select the user whose access you want to remove.
3. Select the **Inactive User** option. If you can't select this option, see the note below about **Removing administrator access**..
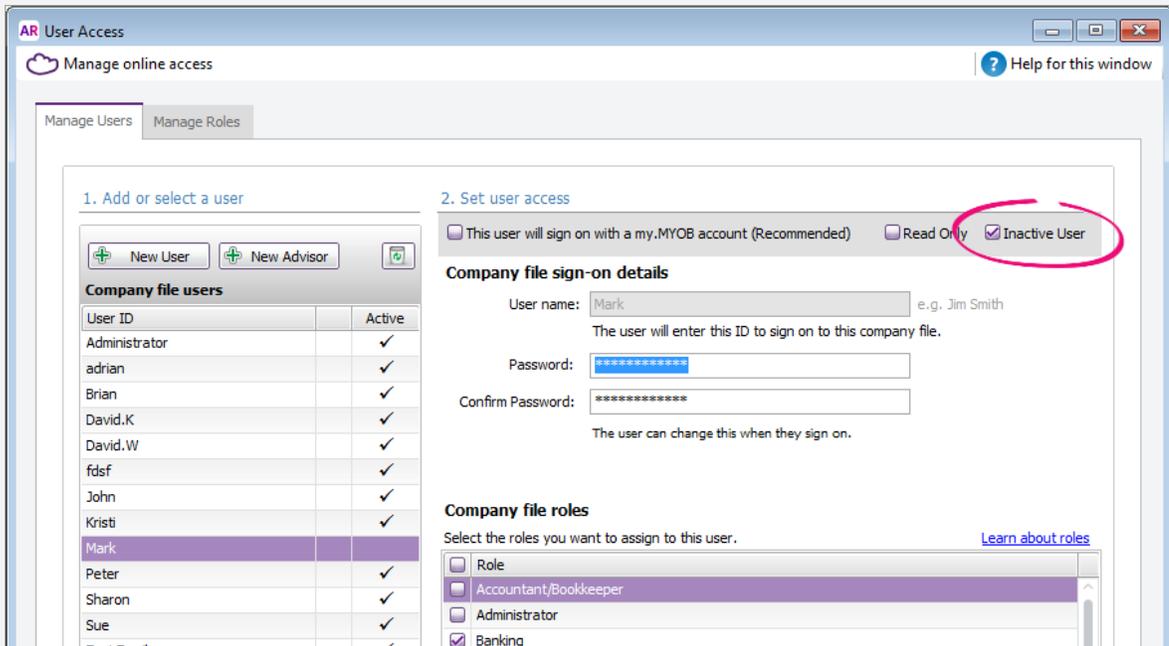

Removing administrator access

Only an administrator with the *Owner* role can cancel administrator access (see

Set a user's online access level for more information about the Owner's access level).

To remove access from a user who has been assigned the **Administrator** role, you'll need to deselect the **Administrator** role and select any other role, e.g. **Banking**, then click **Save**. You'll now be able to select the **Inactive User** option.
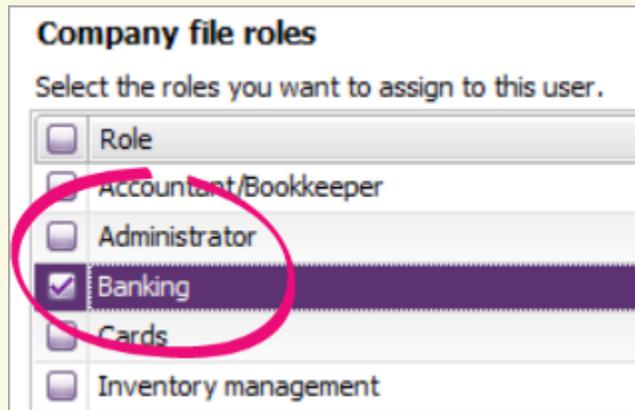
Company file roles

Select the roles you want to assign to this user.

	Role
	Accountant/Bookkeeper
	Administrator
✓	Banking
	Cards
	Inventory management

4. Click **Save**.

5. If you're prompted to change this user's online access, select the appropriate option. For more information, see Set a user's online access level.

   Note that inactivating a user prevents them from signing on to a company file. So even if they still have active online access, they won't be able to sign on to edit this company file.

6. If you chose to change their online access to the file at step 5:

   1. When prompted, sign in to MYOB.

   2. In the **Manage online access** page, find the user in either the **Online file access** or **Online administrator access** list.

   3. Click **Remove access**. The user is removed from the list.

Status	Action
Show More	
Active since 26 Jul 2017	Remove access
Active since 18 Jul 2017	Remove access
Invited 18 Jul 2017	Resend invitation | Cancel invitation
	Resend invitation | Cancel

The **Remove access** option is not available if the Online Administrator is the **Owner**:

Role	Status	Action
	Show More	
Owner	Active since 21 Apr 2016	
Administrator	Active since 06 Mar 2018	Remove access

An email will be sent to this user, advising them their access has been removed.

FAQs

How do I delete a user?

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