

# How to Disable a User Account in the MSPbots App

Removing a user from your company's Microsoft AAD account will also remove that user from the MSPbots app. A user's access to MSPbots is automatically disabled as soon as the data sync runs, which is 10 minutes after the account is deleted from the directory. You can also manually delete a user from MSPbots using the guide below.

This article has the steps for the following tasks:

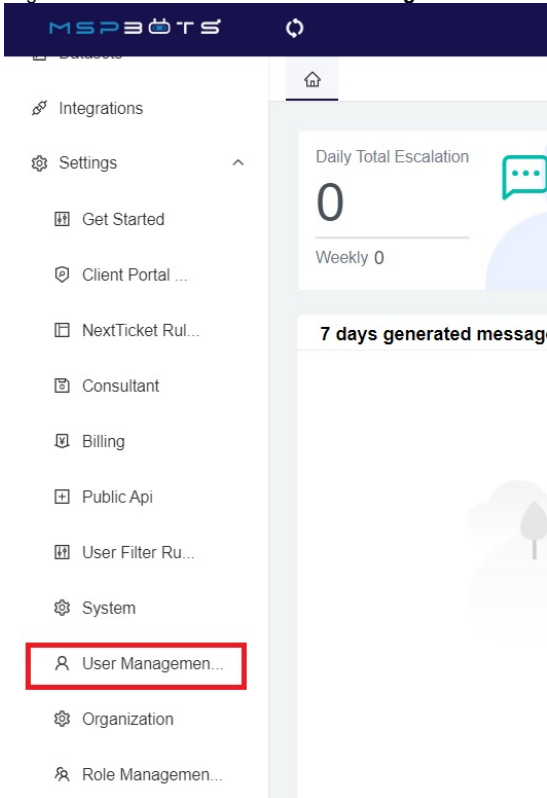
- [Disable a user account in MSPbots](#)
- [Disable multiple users in a batch](#)

## Disable a user account in MSPbots

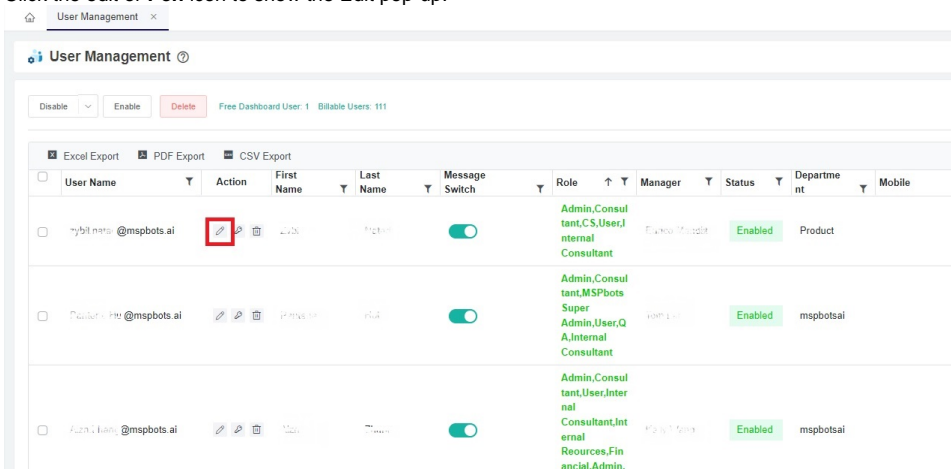
*This procedure is done only by someone who has an enabled account in your company's AAD and only when you need to manually disable an account in MSPbots. It also requires admin access to MSPbots.*

Once disabled, the user can no longer log in and use the MSPbots app.

1. Log in to MSPbots as an admin. Go to **Settings > User Management**.



2. On the User Management tab, find the user that needs to be disabled.
3. Click the edit or Pen icon to show the Edit pop-up.



4. On the Status box, click on the toggle switch to disable the user.

**Edit** ×

<b>User Name</b> Pantene.Hui@mspbots.ai	<b>Email</b> pantene.hui@mspbots.ai
<b>First Name</b> Pantene	<b>Last Name</b> Hui
<b>Display Name</b> Pantene Hui	<b>Password</b> *****
<b>Mobile</b> Mobile	<b>Business Phones</b> "+86 15390546323",

**JOB INFORMATION**

<b>Manager</b> 1368753044712300546	<b>Department</b> mspbotsai
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**ACCOUNT INFORMATION**

**Role Config**  
User ⊙ +2

<b>Status</b> After a user's account is suspended, that user will not be able to log in.	<b>Message</b> After closing the message, the user's teams will no longer receive messages from MSPbots.ai.
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**Home Channel**  
Home Channel

**Home Page**  
QA AutoTest Any

**THIRD-PARTY PLATFORM MAPPING**

<b>CW User Mapping</b> CW User Mapping	<b>Teams User Mapping</b> Pantene.Hui@mspbots.ai
<b>Time Doctor User Mapping</b> Time Doctor User Mapping	<b>Autotask User Mapping</b> oliver.chen@mspbots.ai
<b>Syncro User Mapping</b> Syncro User Mapping	<b>Kaseya BMS User Mapping</b> Kaseya BMS User Mapping

Cancel Confirm

5. When the warning message appears, click the **Disable the user** button. If you want to disable the notifications only, click the **Turn off user's message switch**.

**Warning** ×

You are trying to disable a user that has PSA account mapped. If you proceed, this user will not be included in any reports, bots and will not be able to log into MSPbots, this could create issues with your reports and bots. If you just want to make sure that user will not receive any bot messages for now, you can just turn off the "Message Switch" for the user instead.

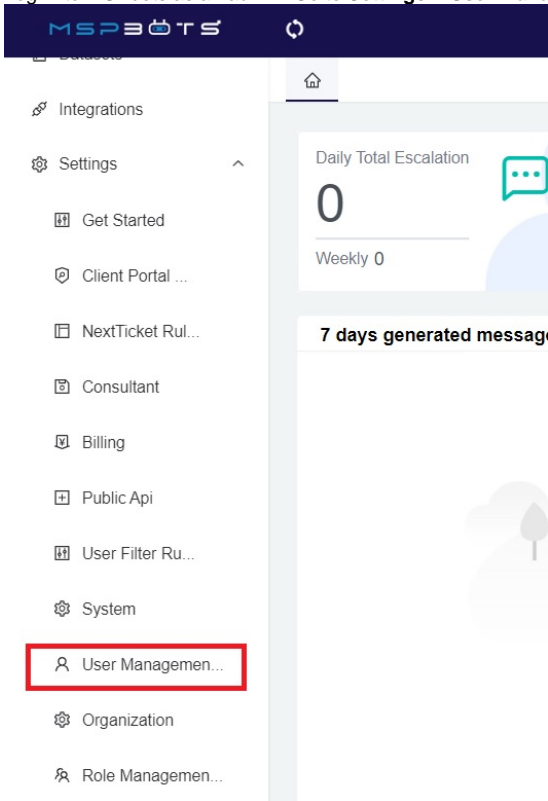
Cancel Disable the user Turn off user's message switch

6. Click **Confirm** on the Edit window to save the modification.

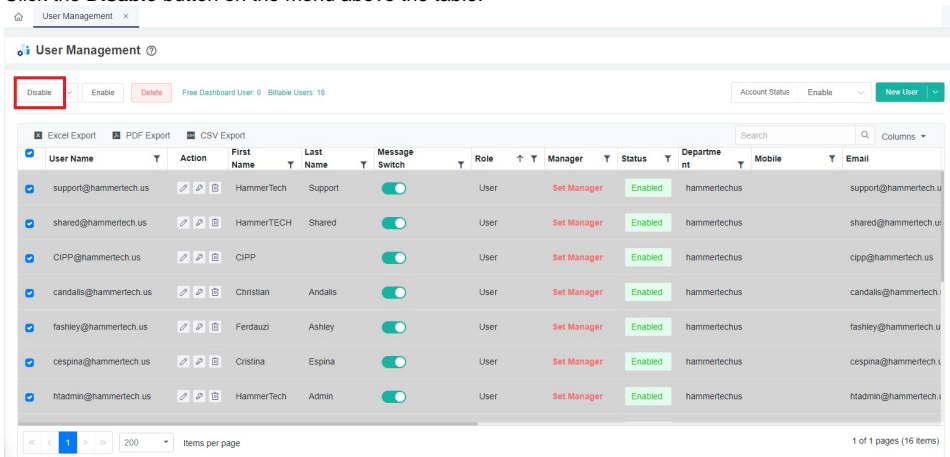
To re-enable the account, turn on the toggle switch in Step 5. This will be successful if the account is not yet disabled in your company's directory.

## Disable multiple users in a batch

1. Log in to MSPbots as an admin. Go to **Settings > User Management**.



2. On the User Management tab, select the users that need to be disabled.
3. Click the **Disable** button on the menu above the table.



To enable the users again, select all the users that need access and click the **Enable** button. This will be successful only if the accounts are not yet disabled in your company's directory.