

# Deactivated Accounts in the PALS Online System

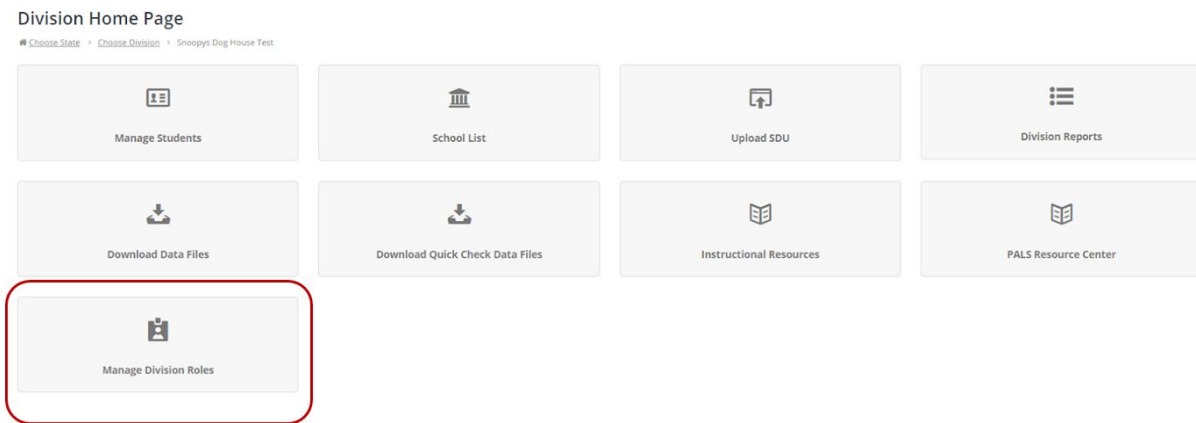
The “Deactivate User” and “Include Deactivated Accounts” features are accessible to division-level or school-level users.

The “Deactivate User” feature allows you to deactivate a user account so that it no longer shows up in a search of accounts in your division. *Note: A user will lose access to the online system as soon as all classes and administrative roles are removed, even if the account has not been deactivated.*

## Deactivate User Directions:

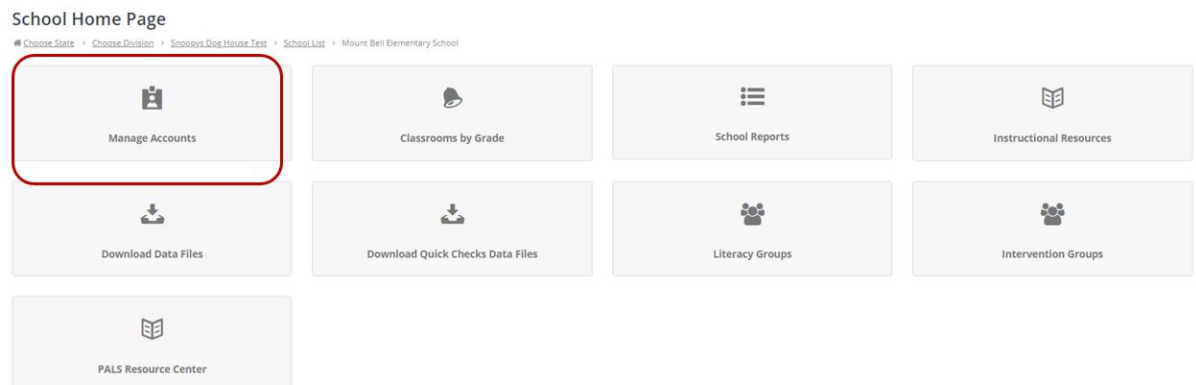
**Step 1: To “Deactivate” a current user:**

→ Select “Manage Division Roles” from the Division Home Page.



**OR**

→ Select “Manage Accounts” from the School Home Page.



## Step 2: Select “Current Division Roles.”

Manage Division Roles Add New Division User

# Choose State > Division Roles

**Add Division Role**  
Use the dropdown to search by last name or by email address

Q Last Name ▾ Enter search term Enter

Include Deactivated Accounts

Current Division Roles Search Results

No searches performed.  
Use the dropdown to search by last name or by email address.

OR

→ Select “School Roles,” then “Current Roles,” or “Teacher and Classes,” then “Current...”

School Roles

Teacher and Classes

Manage Accounts

# Choose State > Division Roles > Snoopy's Dog House Test > School List > Mount Bell Elementary School > Manage Accounts

**School Roles**  
Teacher and Classes

**Add School Role**  
Use the dropdown to search by last name or by email address

Q Last Name ▾ Enter search term

Include Deactivated Accounts

Current School Roles Search Results

- Sky Rocker (srocker@whatever.com)  
Principal User

Manage Accounts

# Choose State > Division Roles > Snoopy's Dog House Test > School List > Mount Bell Elementary School > Manage Accounts

**School Roles**  
Teacher and Classes

**Manage Teachers and Classes**  
Use the dropdown to search by last name or by email address

Q Last Name ▾ Enter search term

Include Deactivated Accounts

Current Teachers Last Years Teachers Search Results

- Jillian Rachel (jrachel@whatever.com)  
Add Classes - Modify User | Deactivate User
- Rainbow Dash (dash@whatever.com)  
Add Classes - Modify User | Deactivate User

Step 3: Find the user from the selection you wish to deactivate and select “Deactivate User” next to their name.

Current Teachers Last Years Teachers Search Results

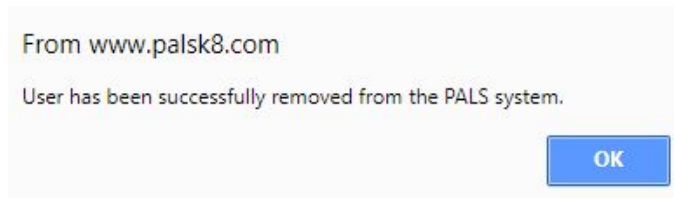
- Jillian Rachel (jrachel@whatever.com)  
Add Classes - Modify User | Deactivate User
- Rainbow Dash (dash@whatever.com)  
Add Classes - Modify User | **Deactivate User**

Step 4: Click “OK” to remove the user.

From www.palsk8.com

Remove user from the PALS system?

Step 5: The following message will appear. Click “OK.”



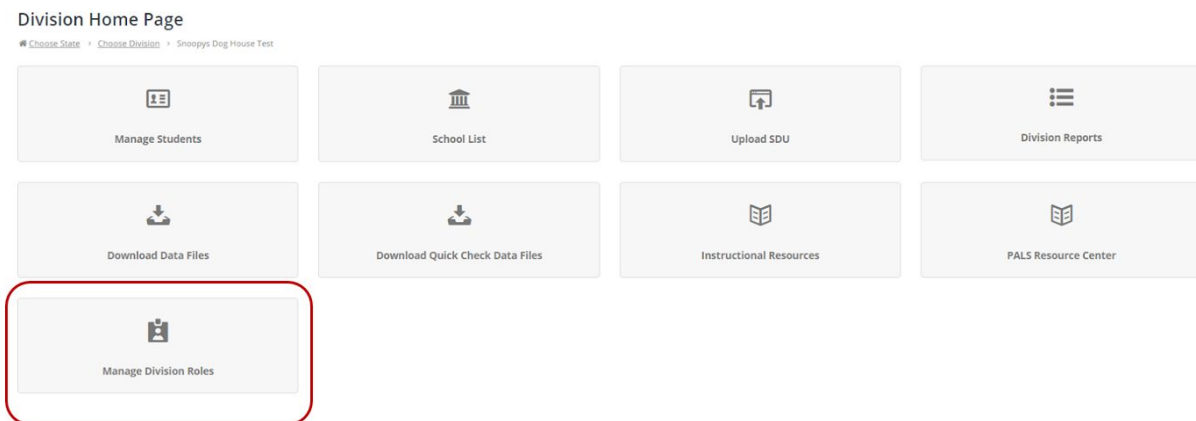
The user will no longer appear in search results or have access to the online system.

The “Include Deactivated Accounts” feature allows you to search previous accounts that have been deactivated in the past, when you want the account to appear so you can reassign a class or administrator role.

### Include Deactivated Accounts Directions (to reactivate):

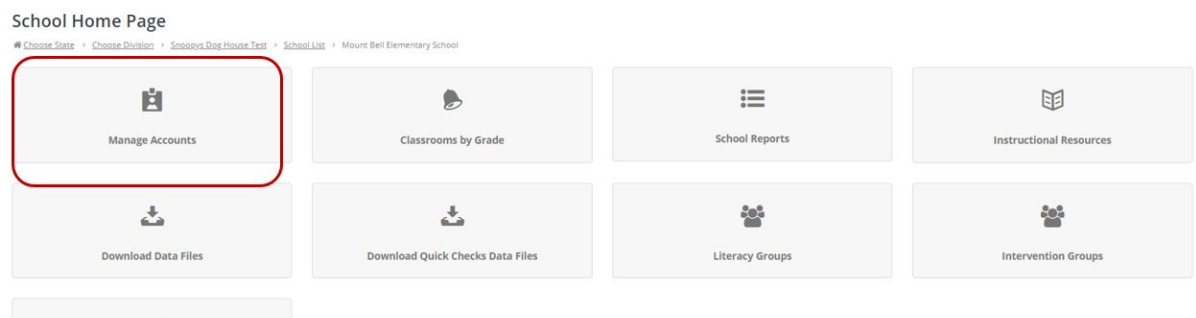
Step 1: To “Include Deactivated Accounts” in your search:

→ Select “Manage Division Roles” from the Division Home Page.



OR

→ Select “Manage Accounts” from the School Home Page.



## Step 2: Check the “Include Deactivated Accounts” box

→ Before searching for a previous Division Role.

Manage Division Roles Add New Division User

Choose State > Division Roles

**Add Division Role**  
Use the dropdown to search by last name or by email address

Q Last Name ▾ Enter search term Enter

Include Deactivated Accounts

OR

→ Select School Roles or Teacher and Classes.

→ Check the “Include Deactivated Accounts” box before searching for a previous user.

School Roles

Teacher and Classes

**Add School Role**  
Use the dropdown to search by last name or by email address

Q Last Name ▾ Enter search term

Include Deactivated Accounts

**Manage Teachers and Classes**  
Use the dropdown to search by last name or by email address

Q Last Name ▾ Enter search term

Include Deactivated Accounts

Step 3: Once you have searched for the previous user, their name will appear in “Search Results.” Click “Restore User.”

Current Division Roles Search Results

- Peppermint Patty (pattyp@whatever.com)  
Restore User

Step 4: Click “OK” to restore user.

From www.palsk8.com

Restore user?

OK Cancel

The following message will appear and the restored user will be with the other users with current roles.

From www.palsk8.com

User has been successfully restored in the PALS system.

OK

\*Reference [Manage Division Level Roles](#) or [Manage School Roles and Teacher and Classes](#) if needed.