

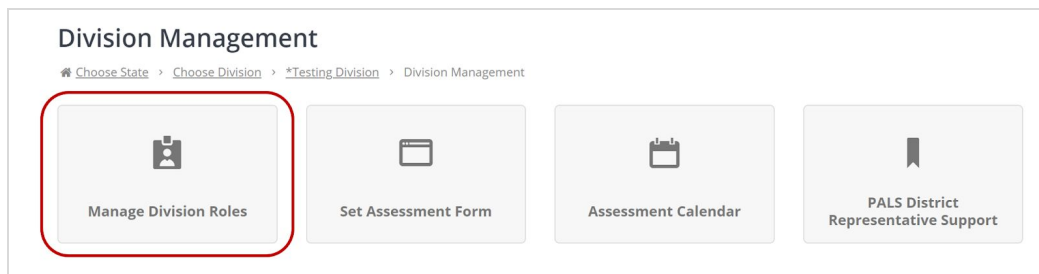
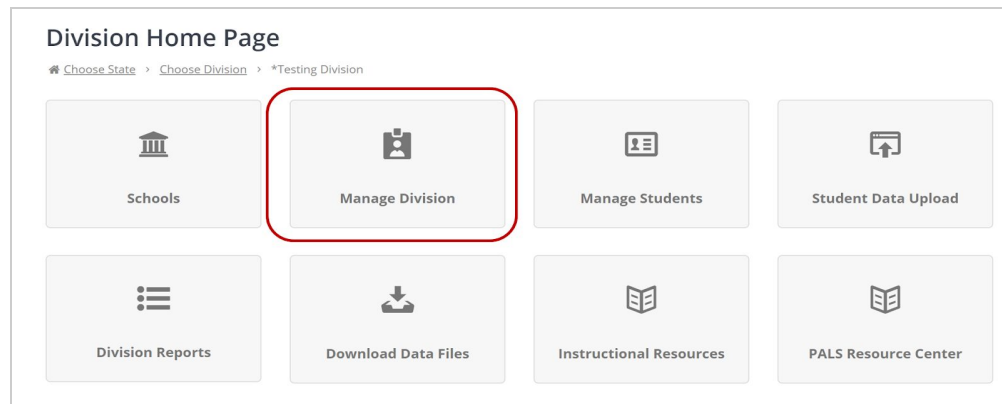
Deactivate or Reactivate Accounts in the PALS Online System

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

Deactivate User: This feature allows you to deactivate a PALS user's account so that it no longer shows up in a search for accounts in your division.

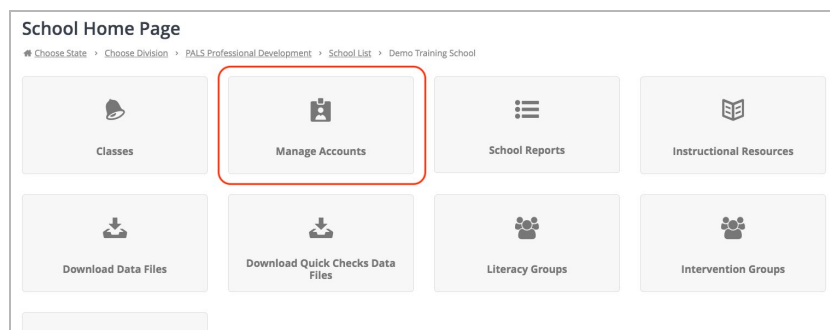
- *It is not necessary to deactivate an account in order to remove access to it. A user will lose access to the PALS Online System as soon as all classes and administrative roles are removed, even if the account has not been deactivated.*
- *If you are replacing an existing Principal with a new one, do not deactivate the current account yet. First, assign the new Principal to the school, and then deactivate the current one. Failing to do this will cause errors. Visit the PALS Online System section of the PALS Resource Center to find instructions for replacing a principal.*

Step 1: Select *Manage Division* from the Division Home Page, and then *Manage Division Roles* from the Division Management page.

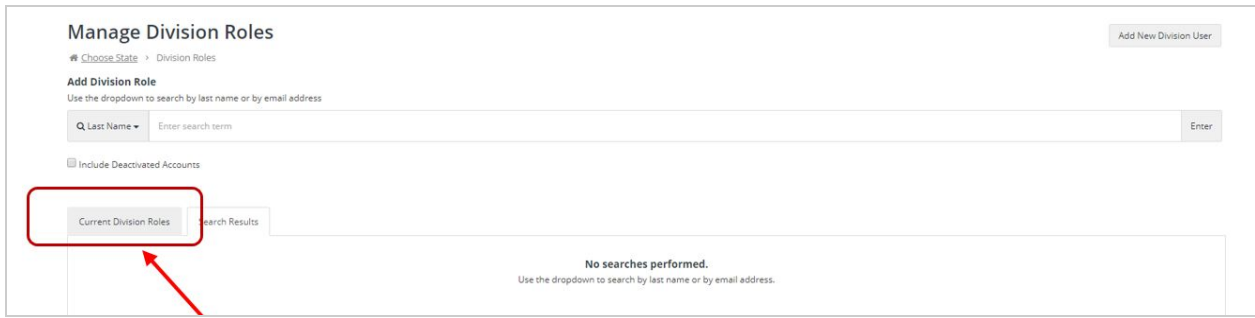


...OR

Select *Manage Accounts* from the School Home Page.

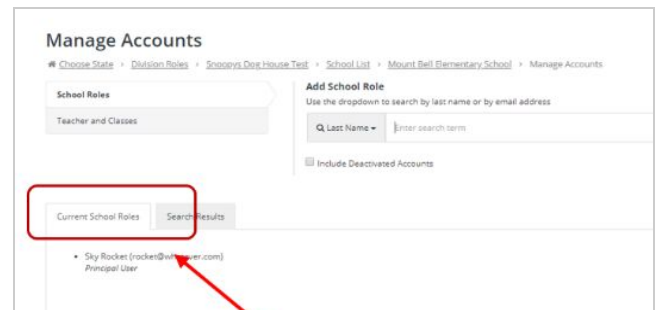
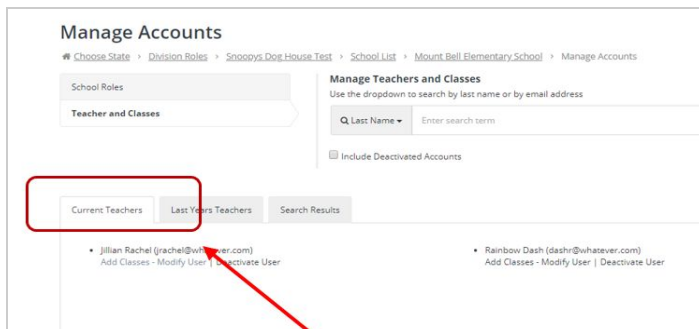


Step 2: Select *Current Division Roles* (division-level users).

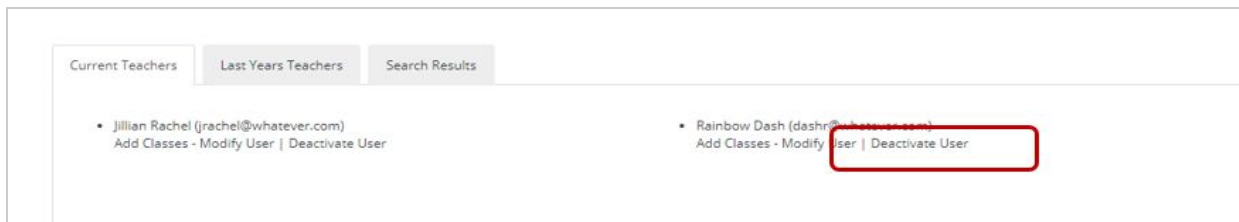


...OR

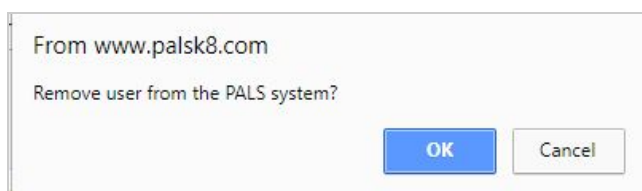
→ Select *School Roles*, then *Current School Roles*, or *Teacher and Classes*, then *Current Teachers* (school-level users).



Step 3: Find the user from the selection you wish to deactivate, and select *Deactivate User* under that name.



Step 4: Click *OK* to remove the user.



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.

Include Deactivated Accounts (Reactivate User): The *Include Deactivated Accounts* feature allows you to search for accounts that have been deactivated in the past, when you want the account to appear again so that you can reassign a class or administrator role.

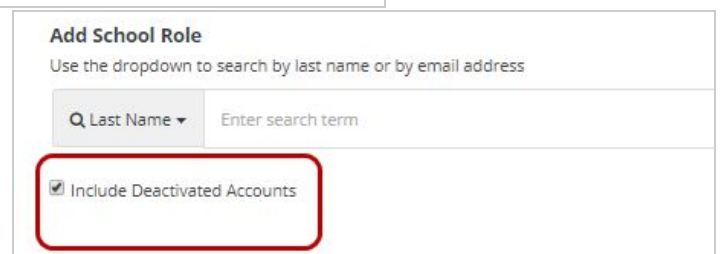
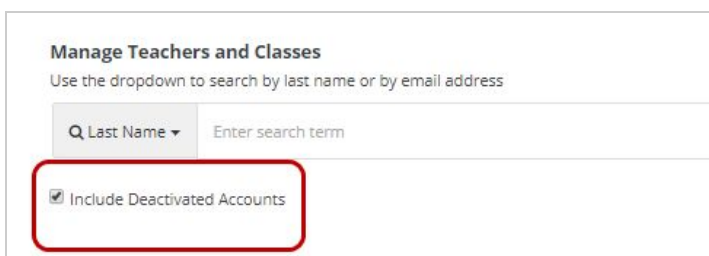
Step 1: Follow Step 1 above.

Step 2: Check the *Include Deactivated Accounts* box to search for a user with a previous division role (division-level users),

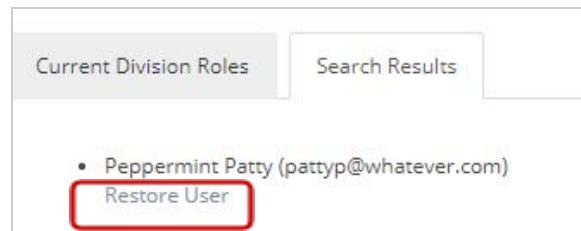


OR...

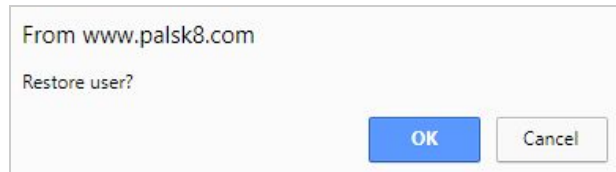
→ Select *School Roles* or *Teacher and Classes* and check the *Include Deactivated Accounts* box to search for a user with a previous school role (school-level users).



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



Step 4: Click *OK* to restore user.



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



Refer to [Manage Division Level Roles](#) or [Managing PALS Online Accounts](#), if needed.