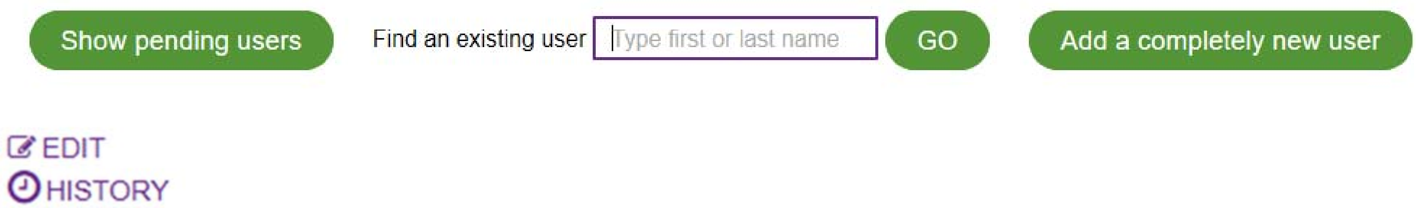
Deleting Access or Closing an Account

Access to Sage must be deleted or changed if the user has left the organization or their position has changed, and they no longer require access to Sage.

1. If you are **deleting access to your own account** click on **MY ACCOUNT** on the navigation bar on top of your dashboard.

OR

If you have a user level with Account Admin in it and are **deleting access for someone else** click on **ADMIN** then find an existing user and **EDIT** their record



2. Click on **Delete** of one or more of the entities this user should no longer be associated with

POSITION	**ENTITY** *Begin typing the CoC organizations name, ESG jurisdiction name, or CoC number. You must select a drop down name – not type your own.*	USER LEVEL	DELETE
Recipient - CoC Grant	AL-500 One Roof	Data Entry	DELETE
Continuum of Care	CoC - AL-500	Data Viewer and Account Admin	DELETE

3. If the user will no longer require access to Sage the account must be made Inactive. To do this click on the check box next to the word **Active** on the left side of the user account. This will uncheck the box and Sage will automatically enter the date the account was made inactive on.

Active	☑
Made Inactive	N/A The date will appear when unchecked