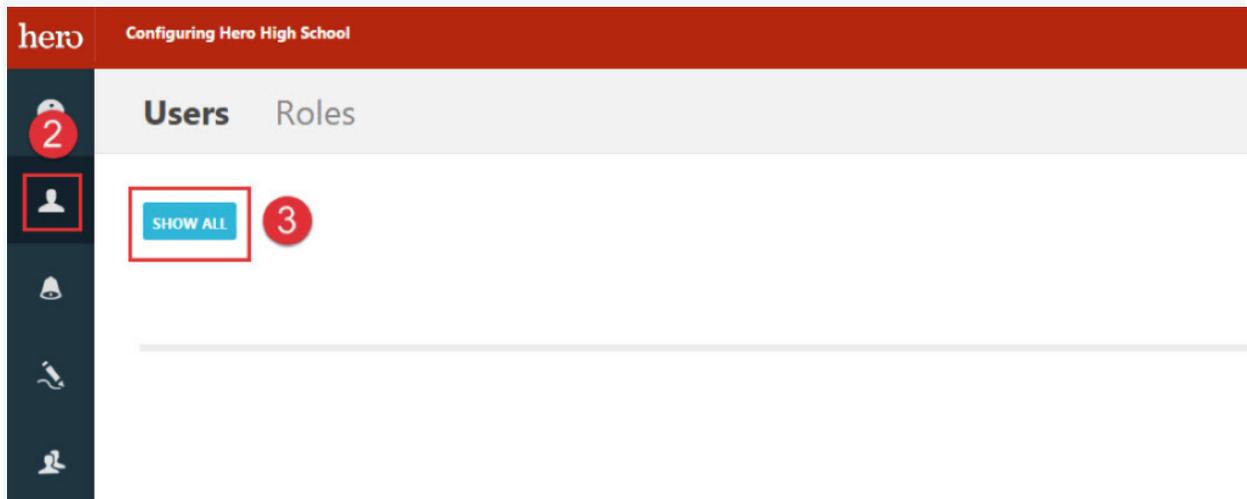


During the school year it is important to correctly disable the accounts of users that are no longer active in your school. These Heroes may have transferred or taken on new duties and are no longer in need of Hero Access for various reasons. This guide is designed to walk you through the process of making an account inactive (disabling).

1. To begin, **log in** to the Hero Administration site: <http://setup.heropowered.com>
2. From the Admin site, **click on the “User” icon**.
3. Click on the blue **“SHOW ALL”** button to view all of the users at your school.



4. **Select User to edit** by clicking on their email hyperlink, which will allow you to access the user properties.

The screenshot shows the 'Users' management interface. At the top, there are tabs for 'Users' and 'Roles'. Below the tabs is a 'SHOW ALL' button and a search bar with the placeholder text 'Start by typing the name, description, or any part to narrow down this list'. To the right of the search bar is a checkbox labeled 'Show Inactive Users'. Below the search bar is a table with the following columns: 'Login ID', 'Last Name', 'First Name', and 'School'. The table contains three rows of data. The second row is highlighted with a red box around the 'Login ID' cell, which contains the email address 'testuser@aol.com'. A red circle with the number '4' is placed over the 'testuser@aol.com' text. The other rows in the table have redacted information.

Login ID	Last Name	First Name	School
[REDACTED]	[REDACTED]	[REDACTED]	Hero High School
testuser@aol.com	User	Test	Hero High School
[REDACTED]	[REDACTED]	[REDACTED]	Hero High School

5. **Uncheck the “Active”** checkmark box.
6. **Click “Save”** to disable the User account and remove that person’s access to Hero.

For additional assistance, please contact our Hero Support Team
Email: support@herok12.com
Chat: [Live Chat](#)
Phone: (800)396-1615