HOW TO REMOVE USER FROM ARKIV ACCOUNT

Removing users from an account or sub-account removes former users’ (employees) access to Arkiv and confidential system and organizational information. This function can only be completed by the Primary or Secondary Administrator. NCCER requires users to be updated regularly to protect the integrity of the system.

To remove a user:
1. Log into Arkiv
2. Select Administrator responsibility
3. Select Account Management tab
4. Hover over Contacts
5. Click Find Contacts
6. Enter search criteria (at least one data point is required, we recommend User Name (NCCER card number)
7. Click Find Users (Contacts) - lower left
8. Select required contact’s line and select Deactivate Contact
9. Exit out

Confirm no longer listed as user
1. Click Account Management tab
2. Hover over Account Info
3. Click Accounts
4. Select Account name
5. Click View Account Details – bottom left
6. Click Users (Contacts) tab
   a. User will remain listed as inactive for historical records