Removing Staff Members (Inactivate Staff)

07/08/2024 8:00 pm EDT

DrChrono does not allow for the complete deletion of staff members from the system, however; you can make a staff member inactive so they are no longer able to access the system.

In order to do this please follow the below steps.

1. Hover over the Account tab and click Staff Members.

| Account | Marketplace | | |
|--------------|-----------------------|--|--|
| ACCOUNT S | ETTINGS | | |
| User Settir | User Settings | | |
| Provider S | Provider Settings | | |
| onpatient \$ | onpatient Settings | | |
| Account S | Account Setup | | |
| Custom Fie | Custom Fields | | |
| Copy Dash | Copy Dashboard (Beta) | | |
| API | | | |
| App Direct | ory | | |
| PRACTICE S | SETTINGS | | |
| Offices | | | |
| Facilities | | | |
| Staff Mem | bers | | |
| Staff Perm | issions | | |
| eRx Setting | gs | | |
| | | | |

2. Find the desired staff member in your list of staff members and click the **Delete** button.

| Providers | Staff Groups | | | | | | | |
|--------------|------------------|------------------|---------------------|------|------|-------------|-------------------|------|
| Staff | | | | | | | | |
| Login | Name | Email | Primary Provider | Cell | Home | Emer Acs | 2-Fac Sec* | |
| drchronocont | ent Sample Staff | sample@email.com | Dr. James Smi | th | | ~ | Inactive Setup | Edit |

This will move them to your inactive staff members list and remove access to DrChrono for that staff member.

3. To see your inactive staff members click on the **Show Inactive** button. If you need to reactivate a staff member please contact the DrChrono customer success team with the username of the staff member you'd like to reactivate.

| Providers | Staff Med | lical Billers Group | DS | | | | |
|-----------|-----------|---------------------|------------------|----|--------|----------|----------------------------------|
| Staff | | | | | | | |
| Login | Name | Email | Primary Provider | Ce | l Home | Emer Acs | 2-Fac Sec* |
| | | | | | | > | Show inactive + Add Staff Member |

Note: When deleting/deactivating a user, please ensure any task templates assigned to the inactive user are reassigned. The default assignee will become the first active user in the drop-down.