

# Deactivate Staff

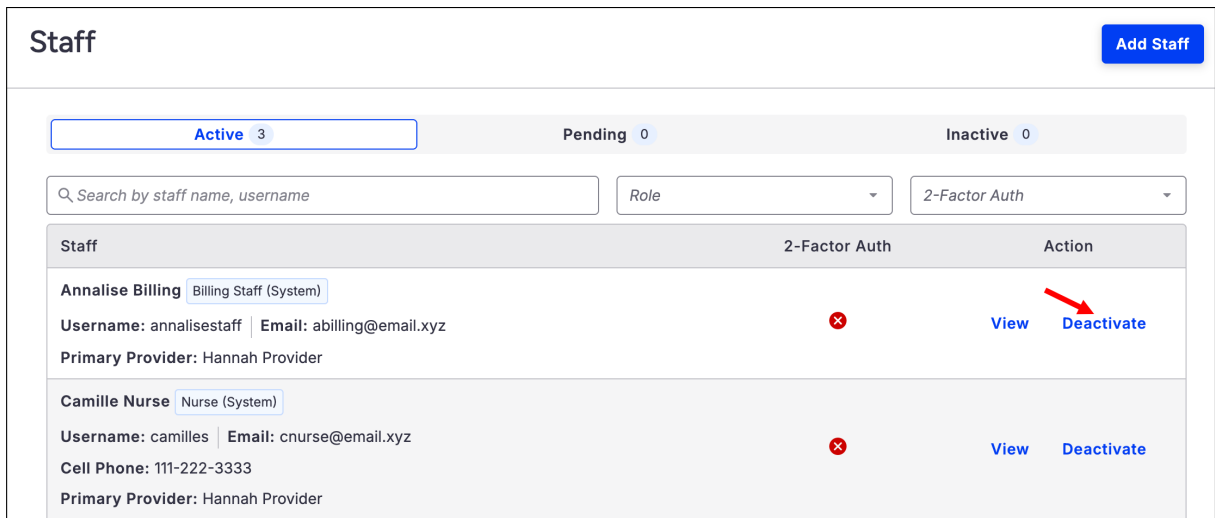
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## Deactivate a staff member | Reactivate a staff member

You cannot delete staff members from the system; you can deactivate them so they can no longer access the system.

## Deactivate a staff member

1. Select **Account > Practice Management > General Management > Staff**.
2. Select **Deactivate** for the specific staff member.



The screenshot shows a 'Staff' management interface. At the top right is an 'Add Staff' button. Below it are filters for 'Active 3', 'Pending 0', and 'Inactive 0'. There is a search bar and dropdown menus for 'Role' and '2-Factor Auth'. A table lists staff members with columns for 'Staff', '2-Factor Auth', and 'Action'. Two staff members are listed: 'Annalise Billing' and 'Camille Nurse'. Both have a red 'x' in the '2-Factor Auth' column and 'View' and 'Deactivate' links in the 'Action' column. A red arrow points to the 'Deactivate' link for Annalise Billing.

Staff	2-Factor Auth	Action
<b>Annalise Billing</b> <small>Billing Staff (System)</small> Username: annaligestaff   Email: abilling@email.xyz Primary Provider: Hannah Provider	×	<a href="#">View</a> <a href="#">Deactivate</a>
<b>Camille Nurse</b> <small>Nurse (System)</small> Username: camilles   Email: cnurse@email.xyz Cell Phone: 111-222-3333 Primary Provider: Hannah Provider	×	<a href="#">View</a> <a href="#">Deactivate</a>

3. Select **Deactivate Staff** to confirm the deactivation.

The staff member has been moved to the inactive list.



Make sure any task templates assigned to the inactive user are reassigned. The default assignee will become the first active user in the dropdown.

## Reactivate a staff member

1. Select **Reactivate** to reactivate the staff member.

**Staff** [Add Staff](#)

Active 2      Pending 0      Inactive 1

Search by staff name, username      Role      2-Factor Auth

Staff	2-Factor Auth	Date Deactivated	Action
<b>Annalise Billing</b> <small>Billing Staff (System)</small> Username: annalisedstaff   Email: abilling@email.xyz Primary Provider: Hannah Provider	✘	05/14/2026	<a href="#">→ Reactivate</a>

Showing 1 of 1 record *You have reached the end.*

- (Optional)** To change the staff member's email address, enter the new email address in the **Update Email** box. For detailed information on the email change process, refer to the [email change procedure in the Change DrChrono Account Email Addresses](#) knowledge article.
- Select **Reactivate Staff** to confirm the reactivation.

**Email verification is not required, inactive accounts will become active automatically upon reactivation.** ✕

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**Annalise Billing** Billing Staff (System)  
 Username: annalisedstaff | Email: abilling@email.xyz  
 Primary Provider: Hannah Provider

**Update Email**

[Cancel](#)    [Reactivate Staff](#)

Email verification is not required. Reactivated staff members move to the active list.

□ If you change the staff member's email address, the staff member moves to the pending list until the email change is verified.