

Retiring a User Profile

If you have Immigration Case Management (ICM) Administrative privileges, you can retire user profiles. Retired user profiles do not incur a monthly user fee and can be viewed and/or restored at the discretion of the Administrator.

To retire a user:

1. From the dashboard, click your **username** in the top right of the screen.
2. Select **Administrative Settings** from the drop-down menu.
3. Click the **Users** tab.
4. Click the **name of the user to be retired**.
5. Click **Retire This User** in the lower right corner of your screen. This will remove the username from the list of active users.

Please note that every process assignment related to the retired user (e.g., Case Manager) will display with an (R) next to the username. Reminders and case notes created by the retired user will continue to display username as the Created By/Entered By user.

To view retired user profiles:

1. From the dashboard, click your **username** in the top right of the screen.
2. Select **Administrative Settings** from the drop-down menu.
3. Click the **Users** tab.
4. Click **Show Retired Users** in the upper right.

More Training Available!

Check out additional training resources available on our site, [Connections](#).

The information provided is intended as general guidance and is not intended to convey any tax, benefits, or legal advice. For information pertaining to your company and its specific facts and needs, please consult your own tax advisor or legal counsel.