Disabling Your Own Account
To disable your own account, log in to your account, then select Technical Support from the sidebar on the lower left to send an email requesting to disable your account. Your account will be closed within three business days.

For Admins Only: Disabling a Provider Account
1. To disable the account of a Provider in an entity you manage (group, facility, etc.), log in to the portal, then click My Admin Account from the left sidebar.
2. Scroll down and click Provider Management.
3. From the drop-down, select the provider’s entity, then select the provider name for the account you wish to disable, then click the trash can icon on the right to disable the selected account.

To Change Access Permissions for an Admin or Billing Agent without Deleting their Portal Account
If an Admin or Billing Agent no longer works for a specific Provider/Entity, their ability to access the Provider/Entity’s information can be removed. The requester should log in to their own account, select Technical Support from the left sidebar and send an email requesting the change.