Removing Staff Members (Inactivate Staff)

07/24/2024 8:10 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 Settin	User Settings		
Provider Se	Provider Settings		
onpatient \$	onpatient Settings		
Account Se	Account Setup		
Custom Fie	Custom Fields		
Copy Dash	Copy Dashboard (Beta)		
API			
App Direct	ory		
PRACTICE S	ETTINGS		
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 Sta	aff Groups							
Staff								
Login	Name	Email	Primary Provider	Cell	Home	Emer Acs	2-Fac Sec*	
drchronocontent	Sample Staff	sample@email.com	Dr. James Smith	1		~	Inactive Setup	Edit Delete

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.