



Deleting a User

Deleting a user profile is a permanent action, once carried out the user's personal data cannot be retrieved. e.g. Policy acceptance, holidays taken etc

People administrators have the ability to delete user profiles and so should remain vigilant that the deletions taking place are necessary and the user data is ok to be eradicated.

At the point of deletion, all non-personal data can be re-assigned to another user, but all personal data will be deleted (as it cannot be re-assigned)

- **Deleting a user individually**
- **Deleting multiple users at once**
- **Deleting users en masse via CSV**
- **If you are using an LDAP sync, this will never delete users (only block them)**

Deleting a user individually

Navigate to **Admin > People**

Checkboxes to the far right of each user row allow for deletions.

Select the checkbox against the user you wish to delete, then click 'delete selected':

Your browser doesn't support video.
Please download the file: [video/mp4](#)

On the next screen is a prompt about whether you would like to reassign their non-personal data, and if so, to whom.

Admin > People Control Panel > **Reassigning user objects**

Users to delete 1. Joanne Thomson (joanne)

After deleting, reassign ownership of all non-personal data to this user

Claromentis Administrator [Browse](#)

[Per-application settings...](#)

Submit

This can be set per application if preferred, and a different user entered for each data type.

Admin > People Control Panel > **Reassigning user objects**

Users to delete 1. Joanne Thomson (joanne)

After deleting, reassign ownership of all non-personal data to this user

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You can specify a user account to reassign objects for each of the listed applications. If the field is left empty, these objects will be reassigned to the default user specified above (unless described otherwise).

Object name	Reassign to
Documents and folders	Select user Browse
Publish pages and folders	Select user Browse
Org chart positions	Select user Browse Org chart positions will not be reassigned unless a user is selected here
Calendars	Select user Browse
Forms	Select user Browse
Image Gallery	Select user Browse
Room booking	Select user Browse
News	Select user Browse

Submit

Any element not listed here is classed as personal data and therefore will not be reassigned as it will be permanently removed.

- 'Forms' reflects IC form version ownership, not IC data.
- InfoCapture form user submissions count as personal data, and these cannot be reassigned.

Please note: Deleting a user permanently removes all data associated with that profile (e.g. holiday taken, policy acceptance, the record of ticket submissions) and this cannot be retrieved. Therefore if you may need personal data for future use, block user profiles instead as they can be easily reinstated.

Once ready click 'submit' to process the deletion.

An on-screen message will appear to confirm the user's removal.

Non-personal data that was re-assigned this will now reflect the chosen user instead.

The screenshot shows the 'People Control Panel' under the 'Admin' section. On the left, a sidebar lists 'Staff list', 'Add a new user', 'Export users', and 'Add/update from CSV file'. The main area displays user statistics: 'User licences' (Unlimited), 'Active users' (54), 'Remaining users' (Unlimited), 'Extranet user limit' (Unlimited), 'Active extranet users' (7), and 'Remaining extranet users' (Unlimited). Below these are tabs for 'Users' (selected), 'Power users', 'Roles', 'Groups', and 'Password policy'. A success message box at the top right says 'User was deleted successfully'.

Deleting multiple users at once

Multiple profiles can be deleted at once (rather than individually) using the checkboxes, but they will all have the same user(s) chosen for non-personal data reassignment together.

The screenshot shows a table of user profiles. The columns are 'Name', 'Primary Area', and 'Last login'. The rows are:

Name	Primary Area	Last login
Royalty Submitters, Sales	Leadership Team, Sales	
Company, Marketing, Video Group	Primary Area	17-04-2025 17:18
Company, Human Resources, Leadership Team, Marketing, Video Group	Primary Area	11-01-2025 11:23
Austin, TX, Finance	Primary Area	

Each row has a checkbox in the first column. A red box highlights the checkboxes for the first four users. At the bottom right is a red button labeled 'Delete selected'.

Therefore, if reassignment should be different across users, their deletions will need to be carried out separately so the appropriate individual(s) can be attributed.

Deleting users en masse via CSV

Deletions en masse can be carried out via a CSV import in People.

This does allow for non-personal data re-assignment but only one individual to reassign to can be chosen.

Generally, mass deletions will not be carried out frequently if ever, so we recommend letting us know in a support ticket if you wish to carry this out so we can assist you and ensure it goes smoothly.

Generate a CSV file that includes all users (and their metadata) that you wish to keep.

For every user you wish to delete, leave them out of the CSV.

Full video showing the steps required for deletions via CSV is [here](#).

The easiest way to generate this file is to perform an export of all users or groups from Admin > People > Export alongside all appropriate metadata fields and download this - then simply remove the users you wish to delete from the file so only those you wish to keep remain.

Username	First name	Surname	ID	Account state	Company	Job Title	Email	Notification
admin	Claromentis	Administrator	1	yes	Claromentis Ltd	System Administrator	noreply@claromentis.com	3
jennifer	Jennifer	Langdon	10	yes	Claromentis Ltd	Trainer	jennifer@claromentis.net	2

(It is recommended to keep a copy of the original export(s) with all user data in case an issue is encountered when deleting)

Once the file is ready, head to Admin > People > Add/Update from CSV

Upload your file and check the box for synchronisation mode.

Synchronisation mode should only be used in situations where mass deletions are taking place, as with this enabled, the system will copy everything from the CSV imported, deleting all other user profiles and information not included in it.

Admin Admin > People Control Panel > Mass add/update users

Choose CSV file with users data No file chosen

Synchronization mode (add, update and delete users)
 NB - When creating new users, please ensure that the following mandatory fields are present and correct. **username, firstname or surname, password and email.**

Generate random passwords for new users
 Random passwords will be generated for newly created users that don't have a password specified in the CSV file.

Generate random passwords for existing users
 Random passwords will be generated for existing users who don't have passwords specified in the CSV file. Use in combination with emailing users login details to send a welcome email.

Email login credentials when the password has changed or was generated

Depending on the size of your user base, it is likely that the initial export of all user data and subsequent import to perform mass deletions will require memory limits to be raised on your site for this to be successful, which is also why it is recommended to reach out to us to assist you as attempts to delete may timeout (and fail)

Click 'submit' to run the import and on the next screen, the system should have identified all users not included in the CSV and provided a 'delete' option against them.

Select the checkboxes for delete (the checkbox at the top under 'delete' will 'select all') scroll down and click 'confirm submit' to continue.

Admin Admin > People Control Panel > Mass add/update users

Staff list Status value can be: Error, New, Update, Old.
 Old - user found in the system but not found in the uploaded CSV.
 Update - user found in the system and found in the uploaded CSV.
 New - user not found in the system and found in the uploaded CSV.
 Error - user with invalid field set for update and insert actions.

NB - When creating new users, please ensure that the following mandatory fields are present and correct. **username, firstname or surname, password and email.**

Add	Update	Delete	Sync Groups	Sync Roles	Subscribe to all news channels				
<input type="checkbox"/>	Status	Username	Firstname	Surname					
						Update	jennifer	Jennifer	Lane
						Update	pippa	Pippa	Fra
						Update	vanessa	Vanessa	Wright
						Update	stephanie	Stephanie	Hurst

| | <input type="checkbox"/> | Update | jbloggs | Joe | Block |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------|------------------|------------|---------------|
| | <input type="checkbox"/> | Update | mikec | Michael | Ben |
| | <input type="checkbox"/> | Update | wille | Will | Everett |
| | <input type="checkbox"/> | Update | playground-admin | Playground | Administrator |
| | <input type="checkbox"/> | Update | playground-user | Playground | User |
| | <input type="checkbox"/> | Update | DPOM | Michael | DPOM |
| | <input type="checkbox"/> | Update | lucya | Lucy | Administrator |
| | <input type="checkbox"/> | Update | tylerw | Tyler | Willie |
| | <input type="checkbox"/> | Update | lydiad | Lydia | DeVon |
| | <input type="checkbox"/> | Old | Compliance-admin | Compliance | Administrator |
| | <input type="checkbox"/> | Old | olia_test | olia | test |
| | <input type="checkbox"/> | Old | philiph | Philip | Huxley |

Confirm submit

The next screen will ask who to reassign the non-personal user data to.

Update this user if required, and click 'submit' at which point the system will process the deletions.

Admin > People Control Panel > Mass add/update users

Users to delete

1. Philip Huxley (philiph)
2. Compliance Admin (Compliance-admin)
3. olia test (olia_test)

After deleting, reassign ownership of all non-personal data to this user

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Per-application settings...

Submit

Once complete, the system will show an on-screen message confirming the removals.

If you are using an LDAP sync the system will never delete missing users (only block them)

Sites that have the LDAP tool set up sync changes to user data from Active Directory.

However, removing a user profile from your syncing groups will NOT delete the profile in the Intranet on the next sync.

Instead that user is set to a blocked state and can no longer log in, a user license also becomes available too.

Your team responsible for user management will need to be aware of this and decide to leave the profiles blocked (as they can simply be reactivated again later by adding the user back into the sync) or if it's appropriate to delete them manually from Admin > People.

Our guide on [blocked users](#) outlines how to locate and delete these via the same methods explained above.

Created on 7 January 2026 by [Hannah Door](#)

Tags: [Deleting, removing](#), [user](#), [delete](#), [ldap](#)