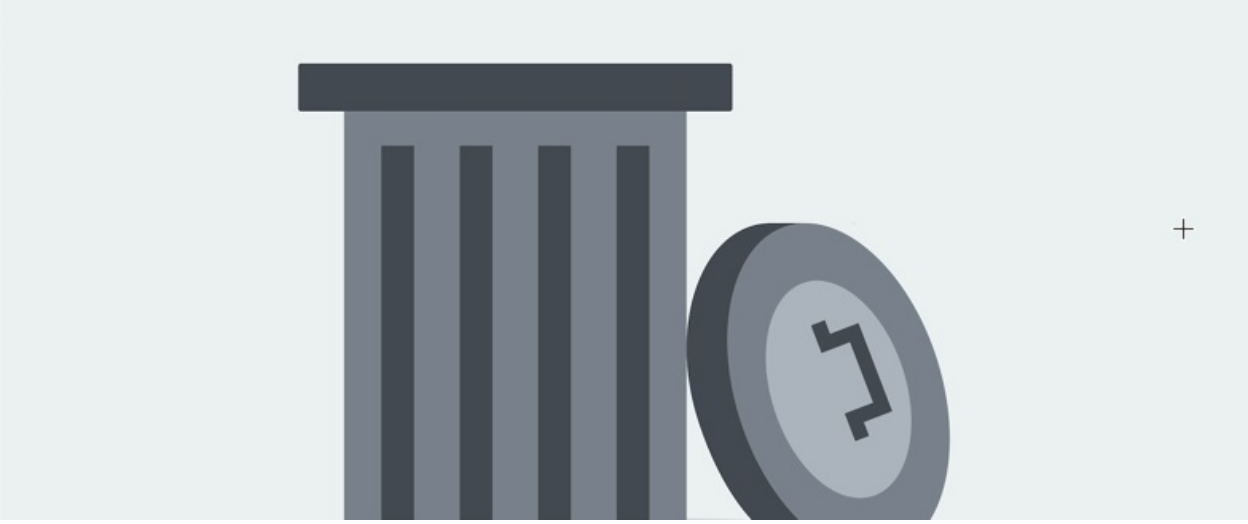
Link to article: https://discover.claromentis.com/knowledgebase/articles/667/deleting-a-user



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

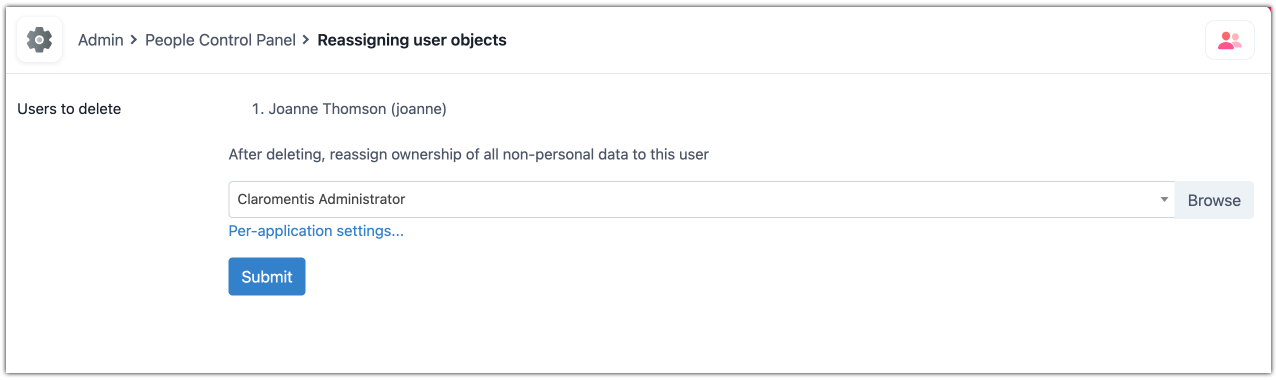
Navigate to **Admin > People**

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

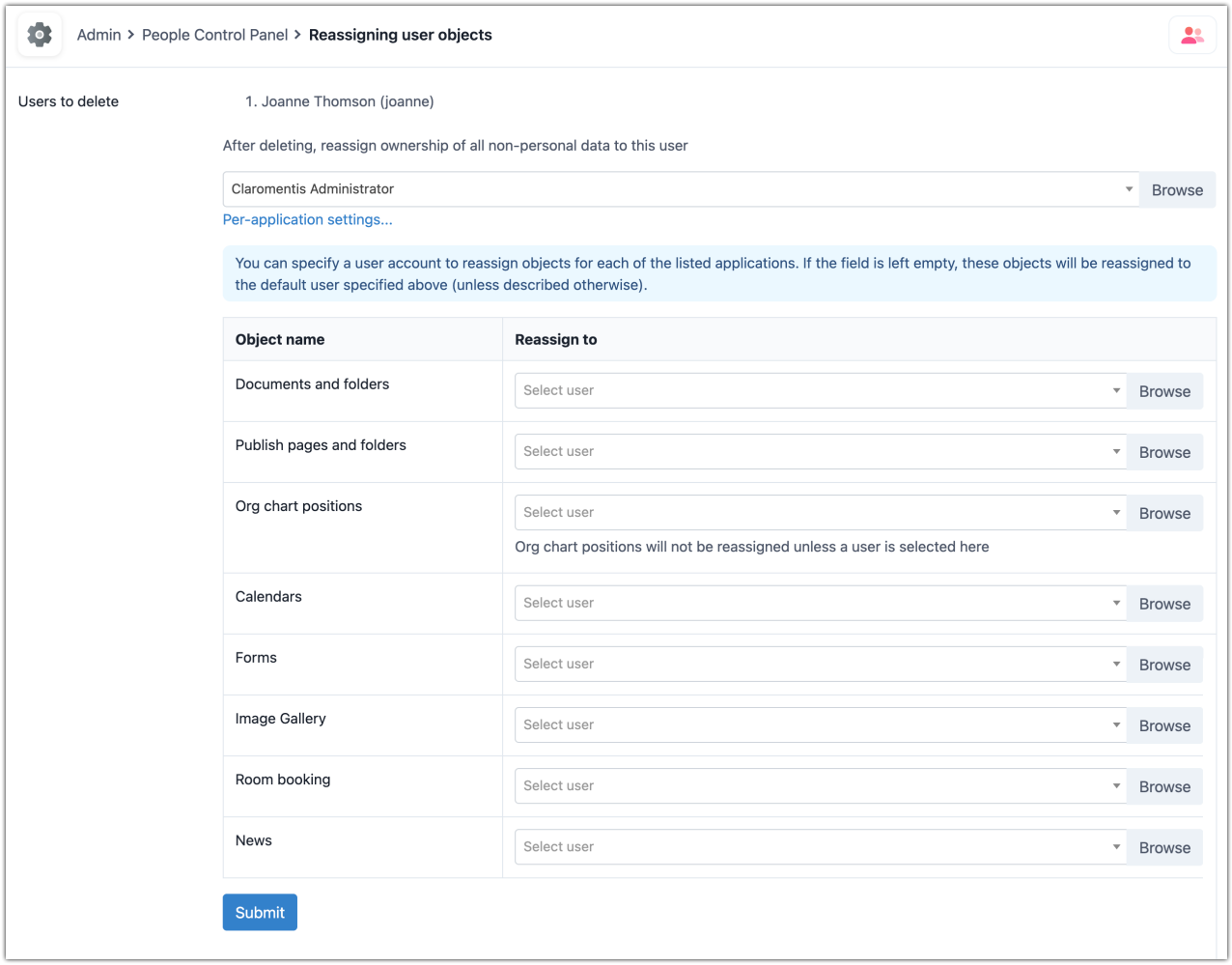
Select the checkbox against the user you wish to delete, then click 'delete selected':

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.



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



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

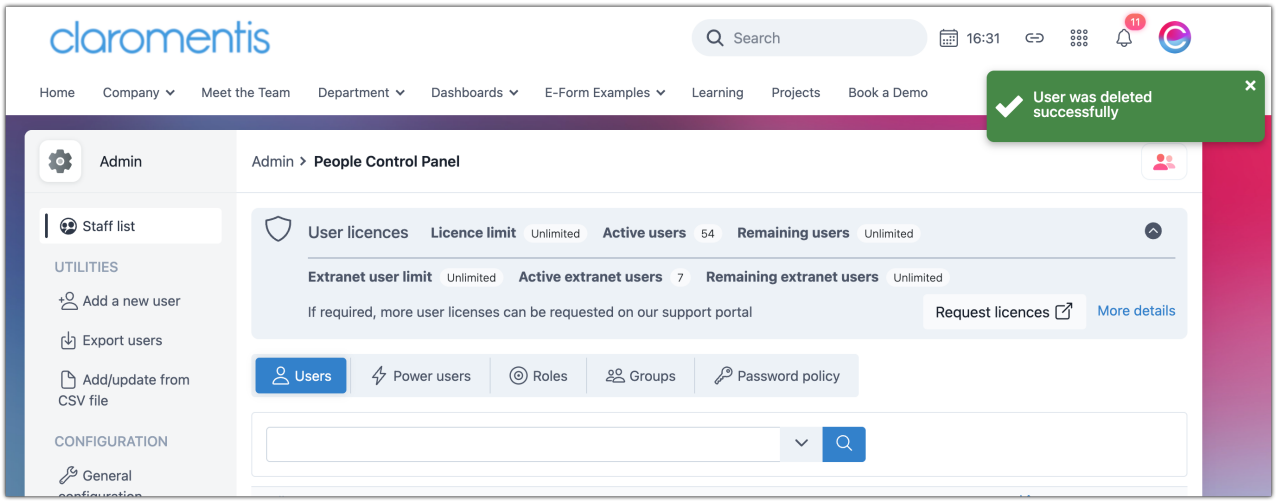
- 'Forms' reflects IC form version ownership, not IC data.
- InfoCapture form user submissions count as personal data, and these cannot be reassigned.

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.

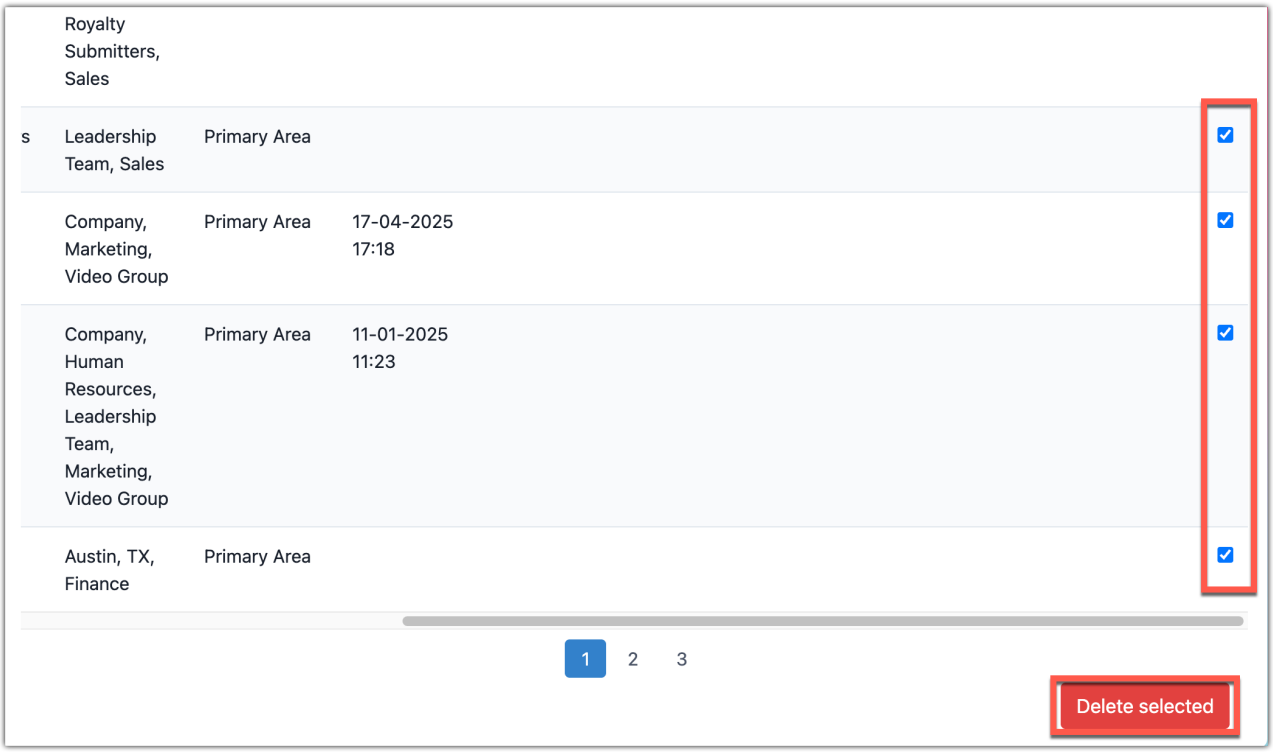
An on-screen message will appear to confirm the user's removal.

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



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.



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.

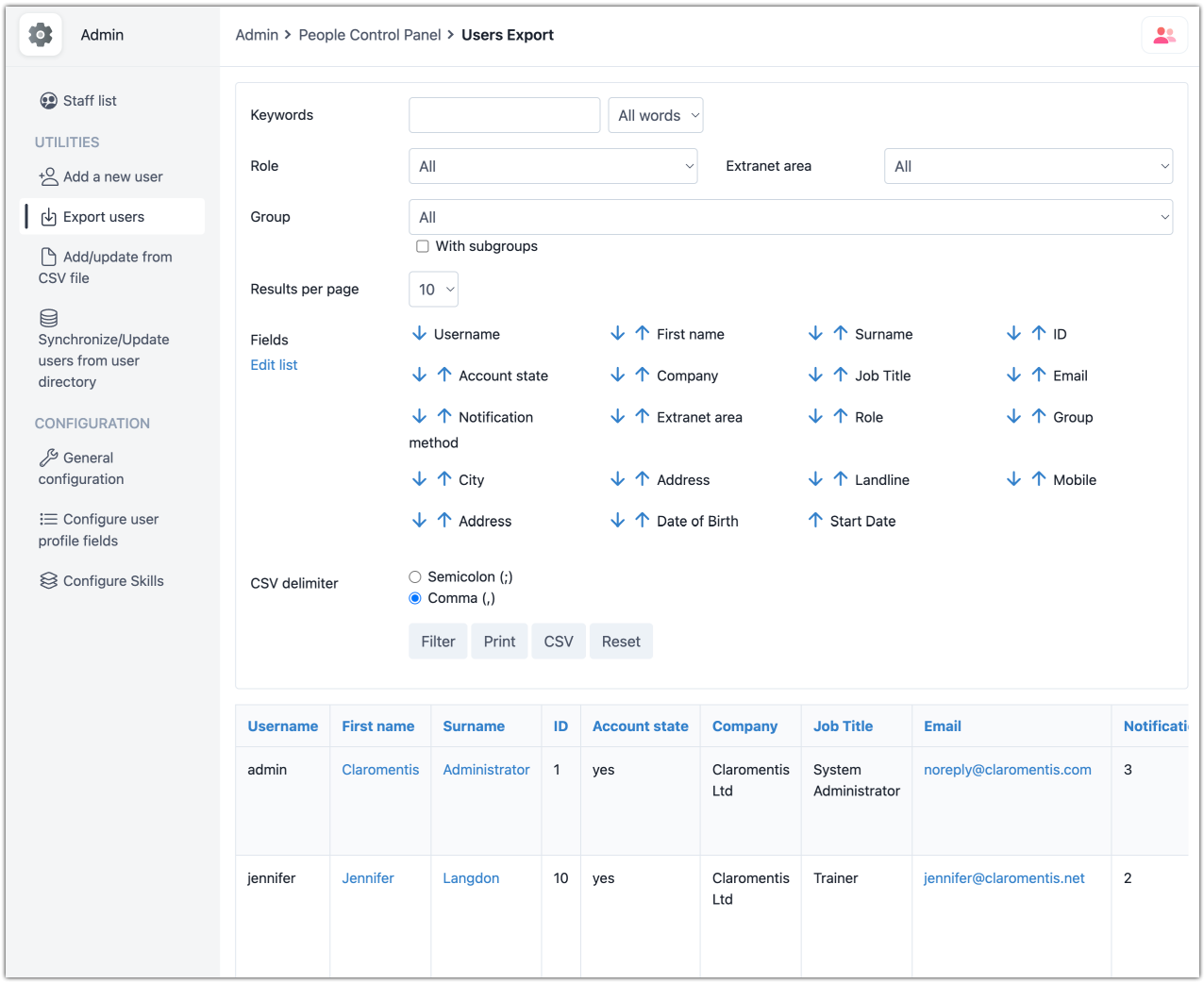
Generally, mass deletions will not be carried out frequently if ever, so we recommend letting us know in a support ticket if you wish to carry this out so we can assist you and ensure it goes smoothly.

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.

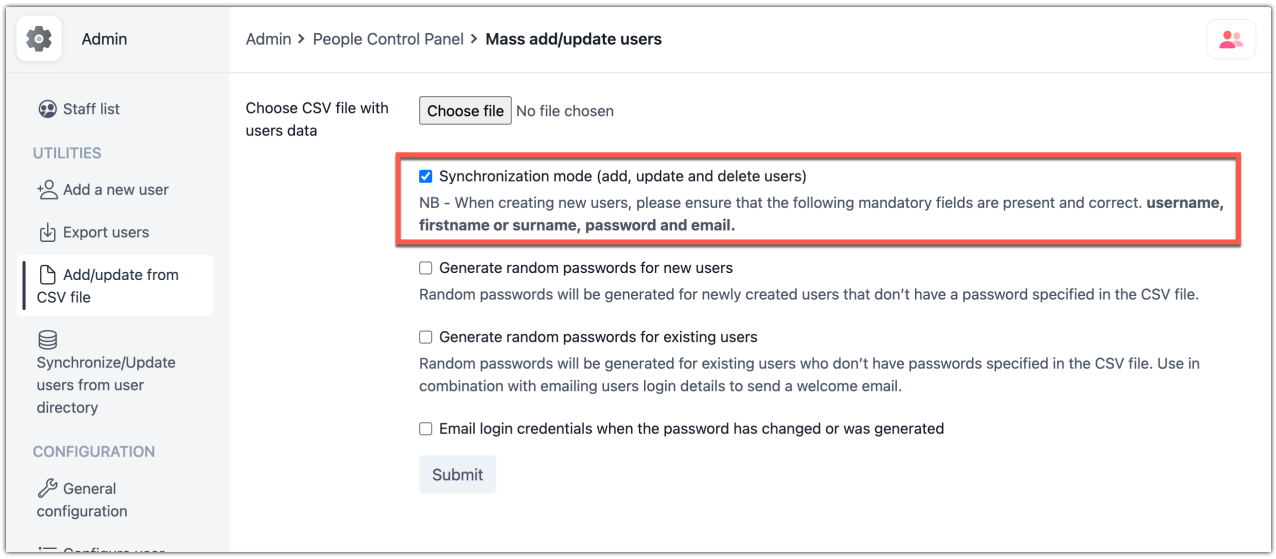


(It is recommended to keep a copy of the original export(s) with all user data in case an issue is encountered when deleting)

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

Upload your file and check the box for synchronisation mode.

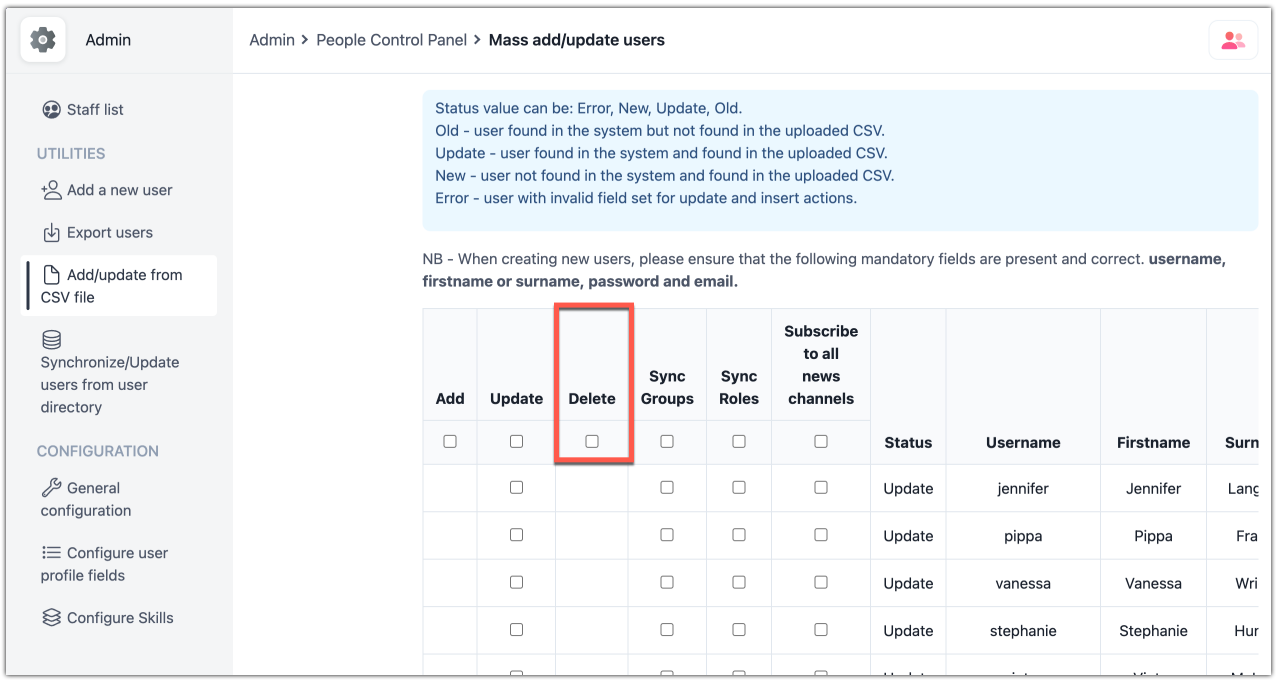
Synchronisation mode should only be used in situations where mass deletions are taking place, as with this enabled, the system will copy everything from the CSV imported, deleting all other user profiles and information not included in it.

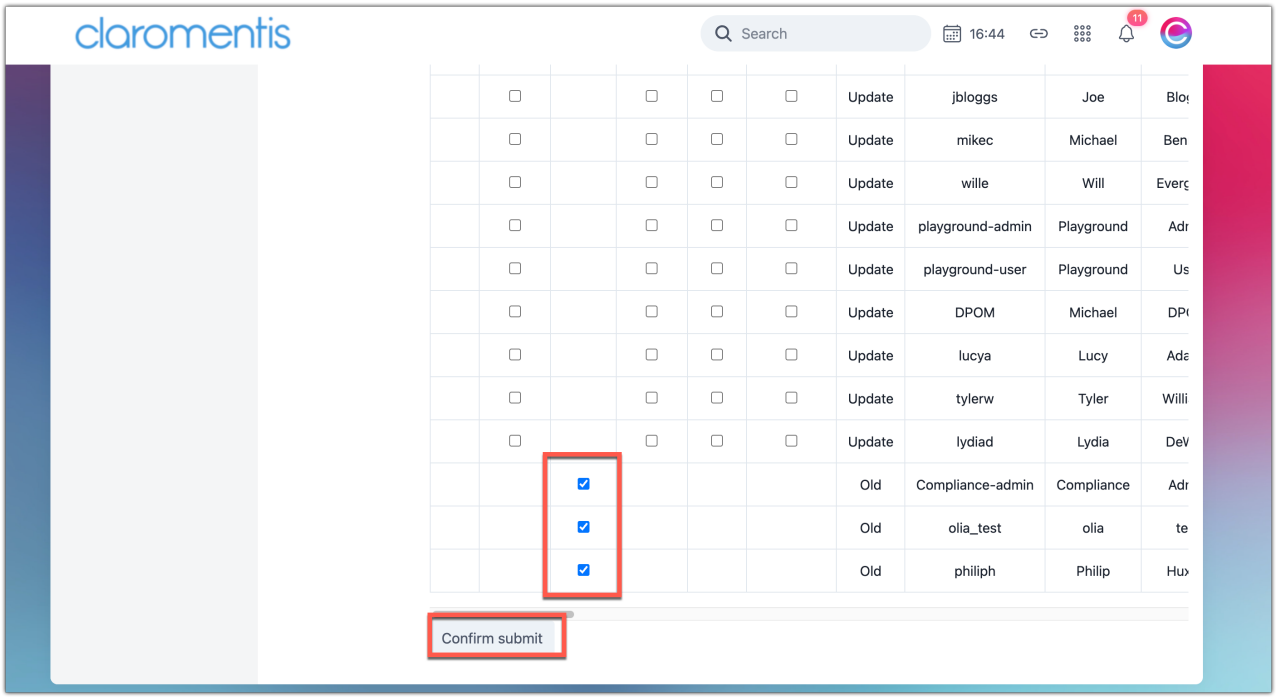


Depending on the size of your user base, it is likely that the initial export of all user data and subsequent import to perform mass deletions will require memory limits to be raised on your site for this to be successful, which is also why it is recommended to reach out to us to assist you as attempts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

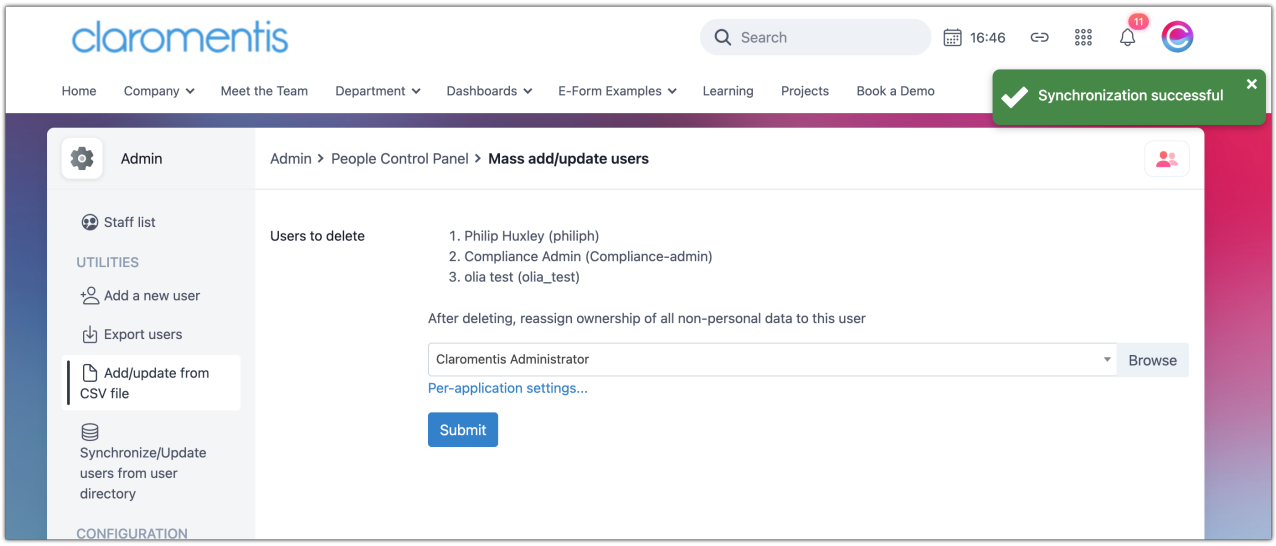
Select the checkboxes for delete (the checkbox at the top under 'delete' will 'select all') scroll down and click 'confirm submit' to continue.





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.



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