A **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.

B **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.**
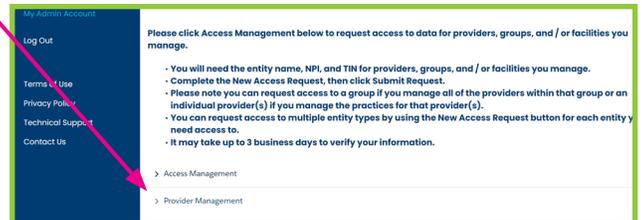
3 From the drop-down, select the provider's **entity**, then select the **provider** name for the
account you wish to disable, then click the **trash can icon** on the right to disable the selected
account.

C **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.