

# How to Remove Someone from an Account

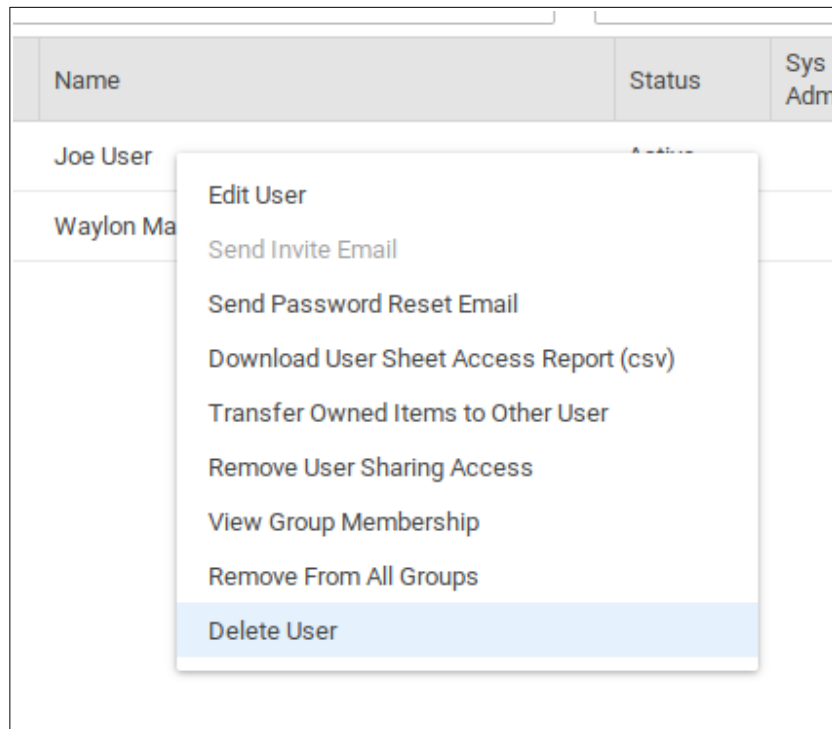
## Who can use this capability?

 **System Admins** on a multi-user plan can use this feature.

 **All Smartsheet accounts.**

A System Admin can remove someone from their account by following these steps:

1. Open the User Management screen by clicking **Account** → **User Management** (or [click here](#)).
2. Click the drop-down arrow next to the person's name or right-click anywhere on the row containing the person that you want to remove, then select **Delete User**.



**NOTE:** You can't remove yourself from your own account, even if you're a System Admin (this option will be grayed out if you select yourself). If you'd like to be removed from your own account, reach out to another System Admin and request that they remove you.

3. Check or uncheck either of the optional checkboxes associated to **shared access** and **owned items**. (Details on these optional checkboxes can be found in the section below.)
4. Confirm that you would like to remove them by clicking the **OK** button.

This will remove their email address and access rights from the account. They'll still be able to log in to Smartsheet as a free collaborator but they'll no longer be associated with your account.

When someone is removed, their shared access to sheets owned by other licensed users on the account and the items that they own can be removed based on the selected optional checkboxes (details on these options in the section below). **After this process has been completed, it cannot be undone or reverted.** Restoring their access after they've been removed will need to be done manually through sharing and transferring of ownership.

## Options Available to You at the Time of Removal

When someone is removed from an account, you (as the System Admin) have two additional actions that you can take to control what access is kept by the person after they have been removed:

**Remove user sharing access:** this removes them from sharing on all Smartsheet items owned by other people on the account.

**Transfer owned sheets to other user:** with this option you can select a new owner for all of the removed person's Smartsheet items (sheets, reports, dashboards).

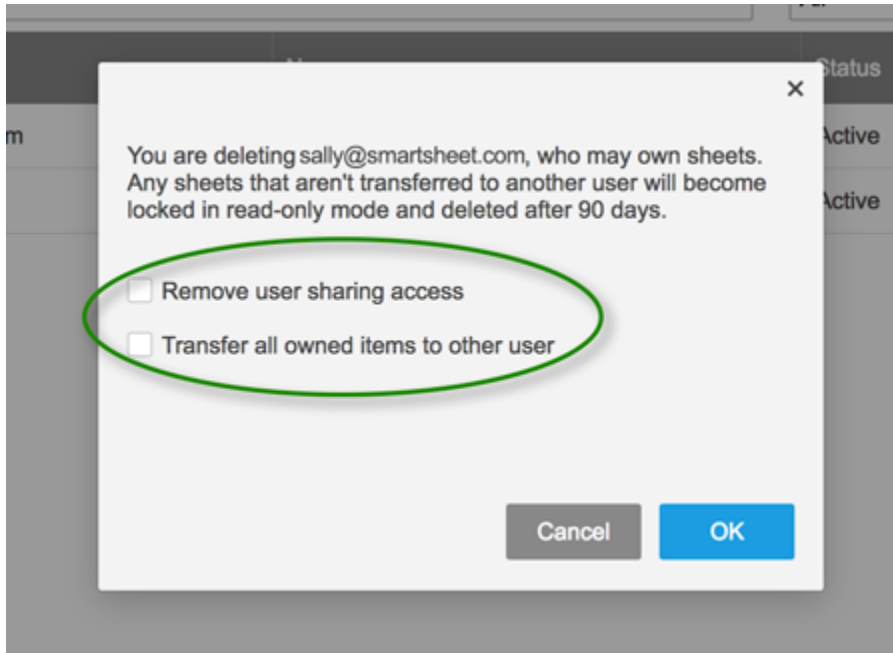
Here are some things to keep in mind for the **Transfer** option:

- Any items that the removed person owns which are not transferred will automatically become read-only and will be deleted after 90 days. After deletion the items cannot be recovered.
- The new owner will see transferred sheets, reports, and dashboards in their Home area in a new folder named *Transferred from <email address of previous owner>*.
- All other shared collaborators will remain shared and retain their sharing permission level.

## Why you might want them to retain access and ownership (uncheck the options)

If your company owns more than one account, a System Admin may need to assist with the process of moving someone from one account to another while still allowing them to retain access and ownership of items they need to use.

1. If you would like them to retain their shared access and the sheets they currently own, you need to **uncheck both optional checkboxes** as shown below.

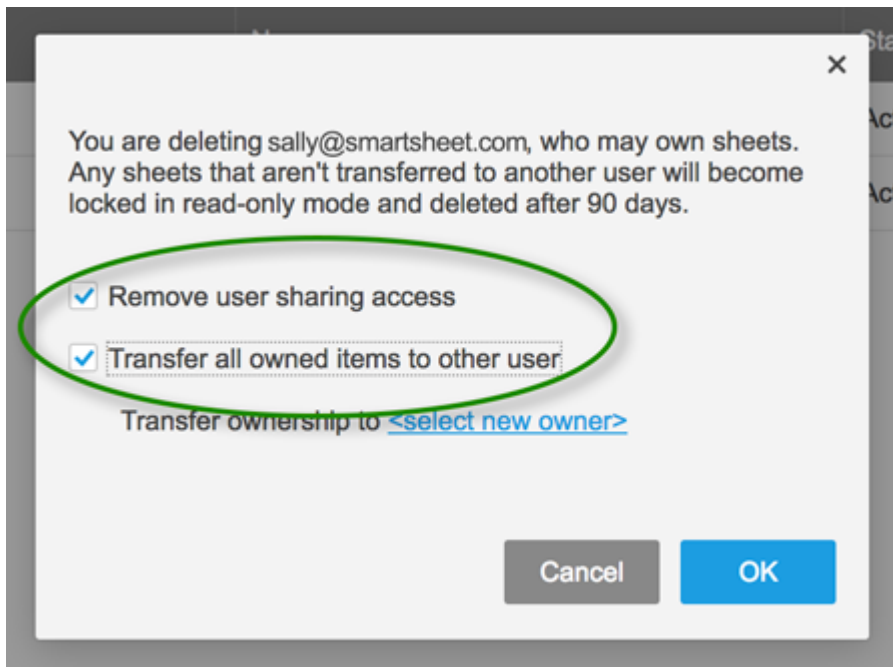


2. Click the **OK** button. The person will be removed from the account, but they'll keep shared access and ownership of their sheets.

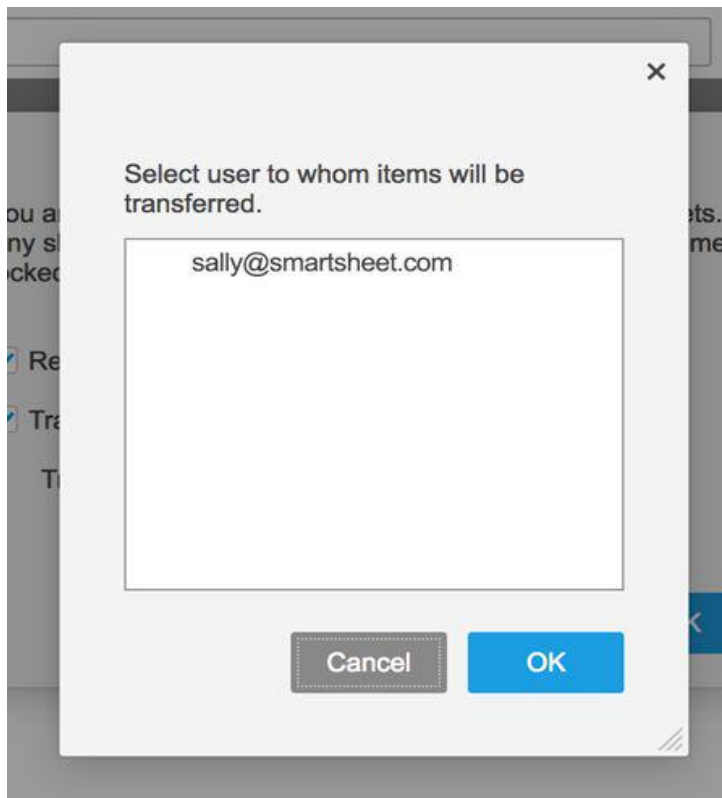
## **Why you might want to remove their sharing access and ownership (check the options)**

A System Admin may need to remove a person and also make certain that they no longer have access to the information in the account. For example, the person may have left the team or been assigned to another group that doesn't need to access to this particular account.

1. If you'd like to remove the person's shared access and transfer their owned sheets to another person, you'll need to check both checkboxes and then select the recipient of their sheets by clicking on the **<select new owner>** link.



2. After clicking on the **<select new owner>** link, choose another person in the account to receive ownership of their sheets.



3. After confirming that the new recipient is listed in the **Transfer ownership to** box, click the **OK** button to close the **Transfer ownership** dialog box.

4. Click the **OK** button. The person will be removed from the account and the recipient will now have ownership of the items.

**NOTES:**

- If the person you're removing is a Group Admin, you'll also see an option labeled **Transfer group ownership to <select new owner>**. With this option you'll be able to transfer ownership of their groups to another Group Admin on the account.
  - You won't be able to delete the person until the ownership of their groups is transferred. This option will be grayed out if there are no items to transfer.
  - As mentioned above, you can't remove yourself from your own account. If you need to be removed from your own account, reach out to another System Admin and request that they remove you.
-