

## Delete a system user code

Deleting unused system user codes help keep the system secure.

**Important:** User codes cannot be deleted while the security system is armed. Verify the security system is disarmed before attempting to delete a user code remotely.

### Delete a system user

Performing the following steps removes all of the user's information (e.g., associated email address, phone number, etc.) from the entire system.

#### To delete a system user using the website:

1. Log into the website.
2. Click **Users**.
3. Click  for the user to be deleted.
4. Click **Delete User** to confirm that you want to delete the user and all of the addresses associated with it.

#### To delete a system user using the app:

1. Log into the app.
2. Tap .
3. Tap **Users**.
4. Tap  for the user to be deleted
5. Tap  **Delete**.
6. Tap **Delete** to confirm that you want to delete the user and all of the addresses associated with it.

### Remove a user's security system access

Performing the following steps only removes the user's access to the security system, but retains all of the user's additional information (e.g., associated email address, phone number, etc.).

### To remove a user's security system access using the website:

1. Log into the website.
2. Click **Users**.
3. Click  for the user to have access removed.
4. In *Access Control*, click to uncheck the access points that the user code should no longer have access to.
5. Click **Save**.

### To remove a user's security system access using the app:

1. Log into the app.
2. Click **Users**.
3. Tap .
4. Tap **Users**.
5. Tap  for the user to be deleted.
6. Tap  **Edit**.
7. Tap **Panels**.
8. On the *Device Access* page, tap the toggle switch to disable the access points that the user code should no longer have access to.
9. Tap **Save**.