Delete user and release, reserve, or forward calls

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Read this to learn how to delete a user from the **Accounts** tab.

Overview

Admins may need to delete users when they leave the company, switch their personal phone numbers, or as a troubleshooting step. After deletion, you can release the number to the Available pool, reserve the number for a specific purpose, or add a forwarding number.

Before you Start

- An admin must have "Accounts" Role in the organization to do these instructions. *See What Admin Roles are in the Management Portal* (https://help.moviuscorp.com/help/what-admin-roles-mmp).
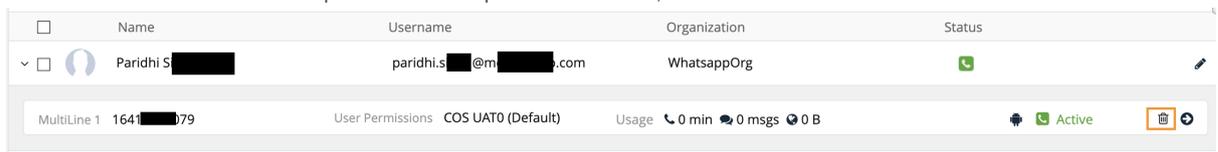
Delete a user

> A deleted user will immediately lose access to the MultiLine application.

1. Go to the **Accounts** tab and search for the user by name, MultiLine number, device number, or email ID.
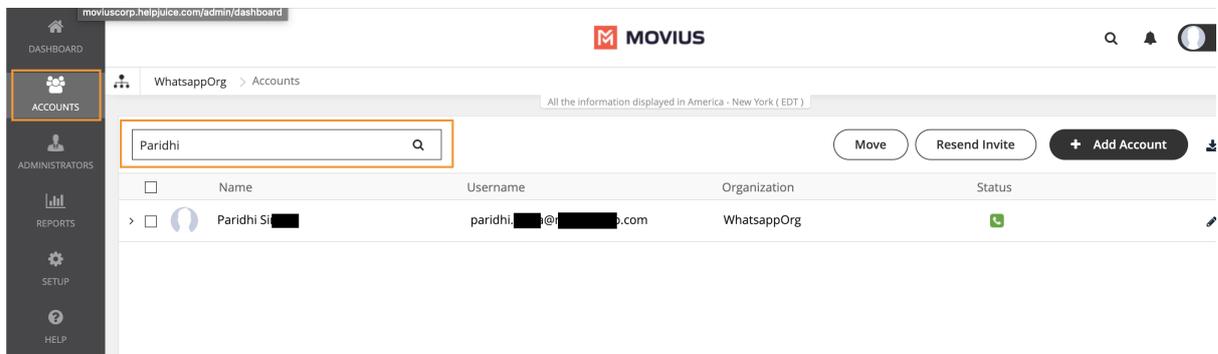
2. Click on the result to expose the dropdown menu, then click the **Trashcan** icon to delete.

3. A pop-up window will appear asking if you want to tag the number, or enter a number to forward calls to.

- If you do not tag the number, it will enter the Available pool.
- If you tag the number, it will enter the Reserved pool.
- You must tag the number to forward calls. If you do not set the forwarding number at this step, you cannot choose to forward calls later.

- If the deleted number is saved with tag and forward number, than the forward number can be updated later from the Reserved pool in the Setup > Number Management section

Delete MultiLine

Do you want to tag(**16415488350**) for later use?

🏷 Enter tag name

Enter number for call forwarding (Optional), Forward number cannot be added later

Enter number with country code

Cancel   Proceed