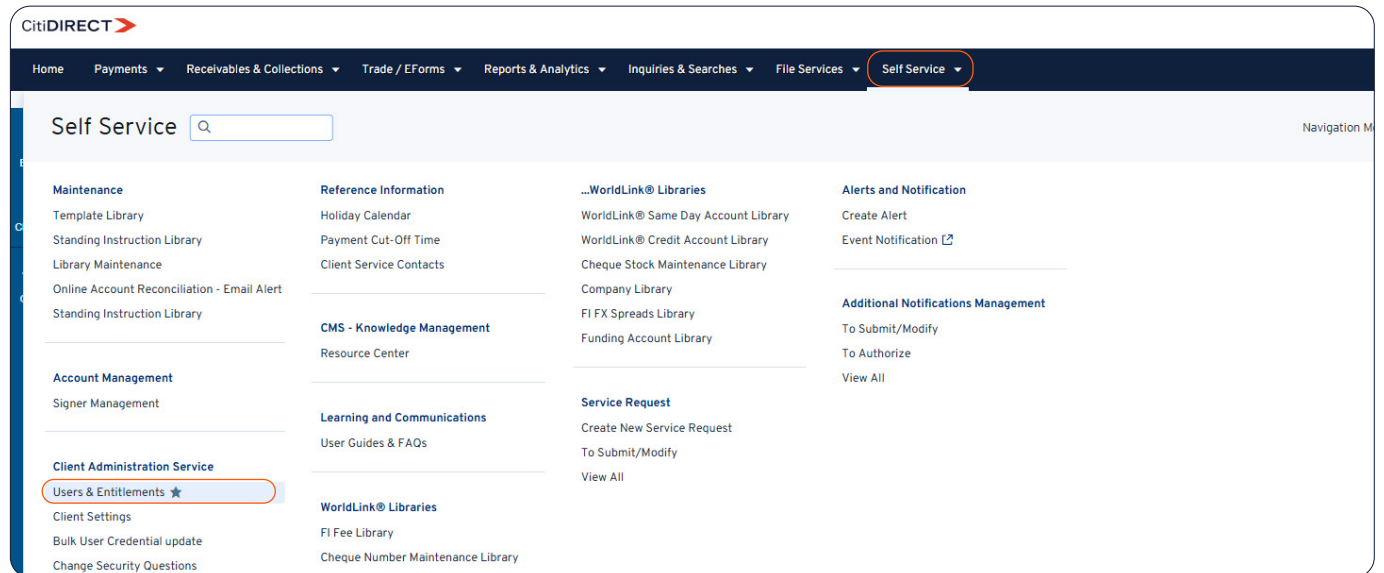
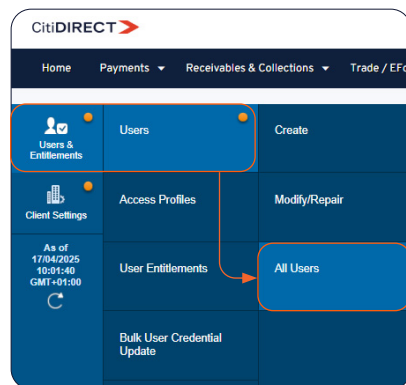


Security Manager – Deleting a user

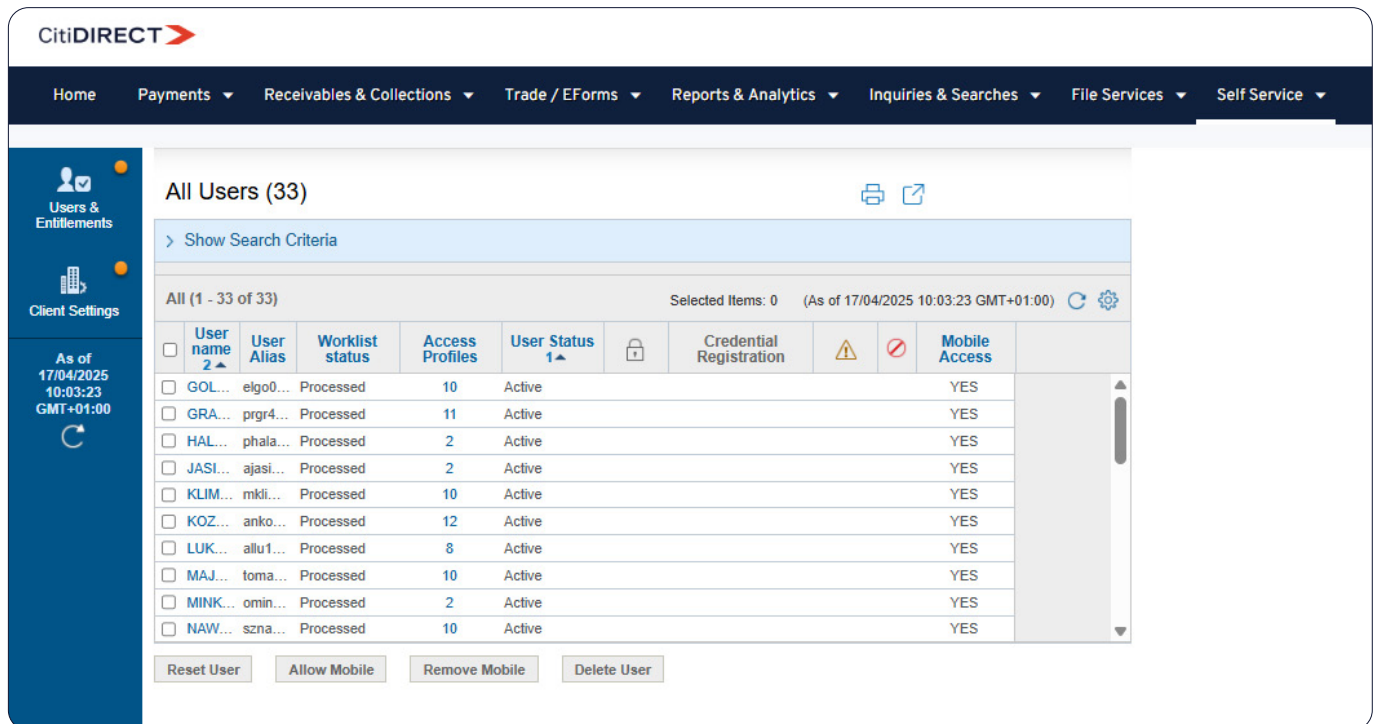
1. From the main menu, select **Self-Service**. In the Self-Service tab, select **Users and Entitlements**.



2. A panel will appear on the left. Select **Users and Entitlements** → **Users** → **All Users**.



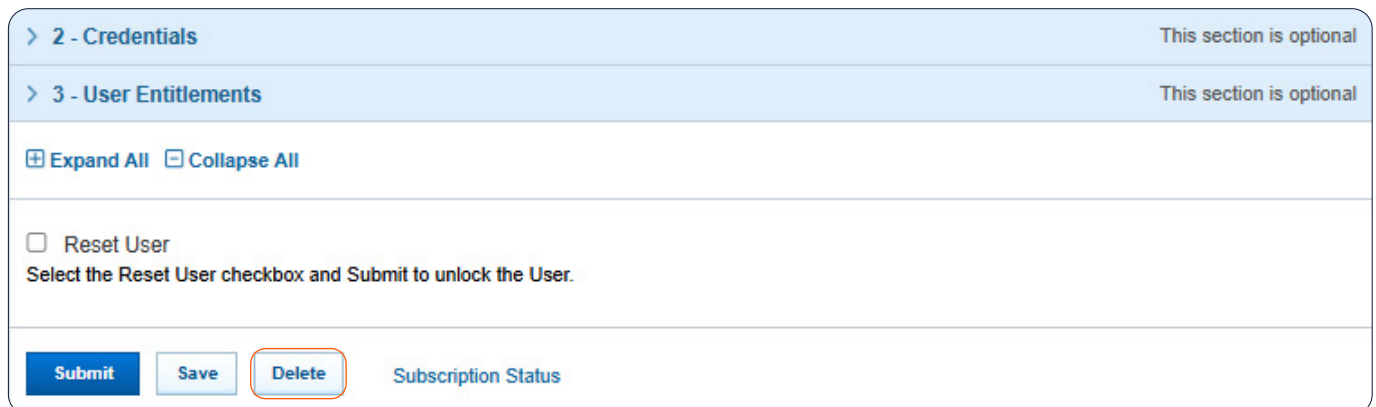
3. A list of users will then be displayed. Click on the user's name to access their profile.



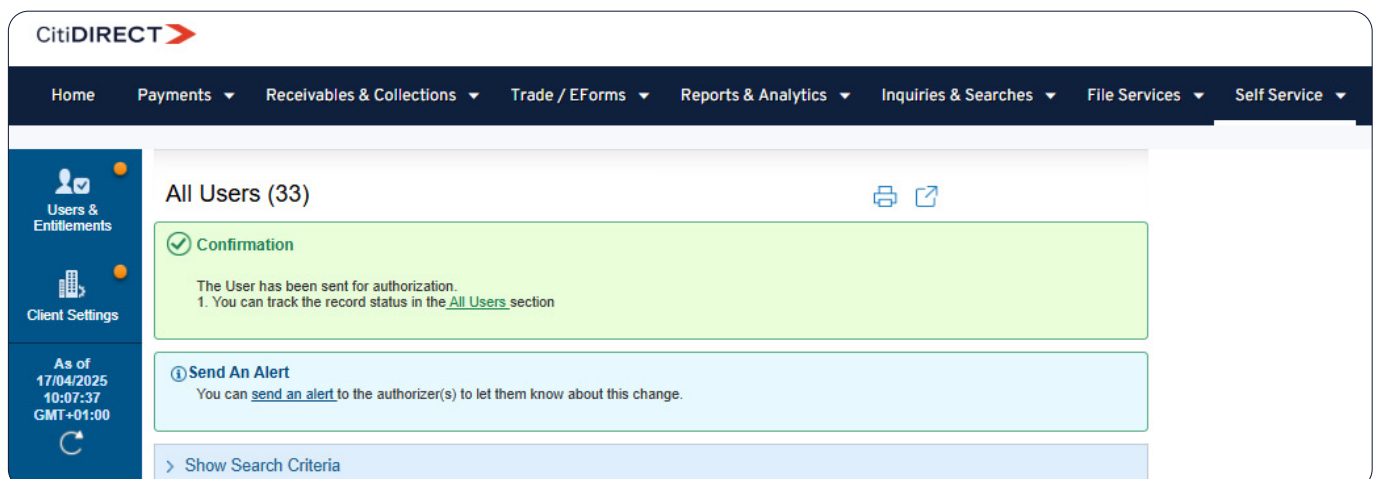
The screenshot shows the CitiDIRECT interface with the 'All Users (33)' page. The left sidebar contains 'Users & Entitlements' and 'Client Settings'. The main content area displays a table of users with columns: User name, User Alias, Worklist status, Access Profiles, User Status, Credential Registration, and Mobile Access. Below the table are buttons: 'Reset User', 'Allow Mobile', 'Remove Mobile', and 'Delete User'.

User name	User Alias	Worklist status	Access Profiles	User Status	Credential Registration	Mobile Access
GOL...	elgo0...	Processed	10	Active		YES
GRA...	prgr4...	Processed	11	Active		YES
HAL...	phala...	Processed	2	Active		YES
JASI...	ajasi...	Processed	2	Active		YES
KLIM...	mkli...	Processed	10	Active		YES
KOZ...	anko...	Processed	12	Active		YES
LUK...	allu1...	Processed	8	Active		YES
MAJ...	toma...	Processed	10	Active		YES
MINK...	omin...	Processed	2	Active		YES
NAW...	szna...	Processed	10	Active		YES

4. Scroll to the bottom of the profile. A **Delete** button will appear. Once clicked, the user's profile will be send to Security Manager for authorization.

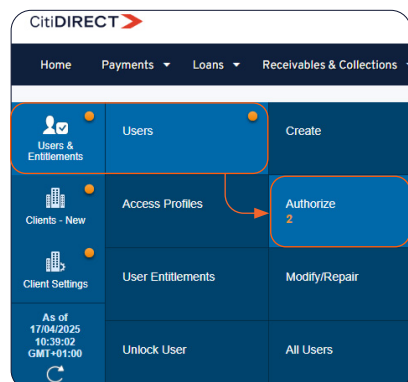


The screenshot shows the user profile page with sections '2 - Credentials' and '3 - User Entitlements'. Below these sections are buttons: 'Submit', 'Save', 'Delete' (highlighted with a red box), and 'Subscription Status'.





The screenshot shows the CitiDIRECT interface with the 'All Users (33)' page. A green confirmation message is displayed: 'The User has been sent for authorization. 1. You can track the record status in the All Users section'. Below the message is a button: 'Send An Alert'.

5. Security Manager can authorize by entering [Self-Service](#) → [Users and Entitlements](#) → [Users and Entitlements](#) → [Users](#) → [Authorize](#) (Security Manager can not authorize their own changes).





6. Then select the user and click [Authorize](#). You can also select [Send for Repair](#), which will send the process back to the creator and return it to the [Modify/Repair](#) tab, or [Reject](#) to reject the changes altogether.


Authorize Users (1)

[Show Search Criteria](#)

Authorize (1 - 1 of 1)

Selected Items: 1
(As of 17/04/2025 10:40:35 GMT+01:00)



<input checked="" type="checkbox"/>	User name 2 ▲	User Alias	Action	Worklist status	Access Profiles	User Status 1 ▲	
<input checked="" type="checkbox"/>	OST...	ba...	--	Pending Authorization to ...	2	Active	

Authorize

Send To Repair

Reject