Deactivate or reactivate an employee

Temporarily stop someone from signing in without removing their records — and turn them back on later.

For: Administrators, Managers · Updated November 21, 2026 ·
https://hipaacertify.com/index.php/support/article/deactivate-employee

Deactivating keeps the person on your list with all their records, but they can't sign in and don't get reminder emails.

Deactivate

1. Go to **Employees** and click **Edit** next to the person.
2. Uncheck **Active (can log in and complete training)**.
3. Click **Save Changes**.

Their status on the Employees list changes to **Inactive**. If they try to sign in, they see **Your account has been deactivated. Please contact your administrator.**

Reactivate

Repeat the steps and check **Active** again.

Deactivate or remove?

	Deactivate	Remove
Can sign in	No	No
Stays on your Employees list	Yes	No
Counts toward your plan's employee limit	**Yes**	No
Training records and certificates kept	Yes	Yes, in Reports
Easy to undo	Check **Active**	Add them again with the same email

TIP

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> For people who have left your organization, remove them. That frees a spot on your plan, and their completed training stays in your reports.

Need more help? Visit https://hipaacertify.com/index.php/support or contact us at https://hipaacertify.com/index.php/contact.

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