Remove an employee (and bring them back)

What removing an employee does to their access and records, and how to restore someone you removed.

For: Administrators, Managers · Updated November 22, 2026 ·
https://hipaacertify.com/index.php/support/article/remove-employee

Remove one employee

1. Go to **Employees** and click **Edit** next to the person.
2. Scroll to the bottom and click **Remove Employee**, then confirm.

Remove several

Check the boxes next to them on the **Employees** page, click **Remove Selected**, then **Remove Employees**.

What happens

- They can no longer sign in, and they stop getting emails.
- They no longer count toward your plan's employee limit.
- Their **completed training and certificates stay in Reports** for your compliance records. You'll see their name, or **Deleted User** in some views.

> **NOTE**
> The Edit page warns that removal "cannot be undone". In fact, training records are kept, and you can restore the person later as described below.

Bring someone back

1. Go to **Employees** → **Add Employee**.
2. Enter the **same email address** they had before and click **Add Employee**.

Their account is restored with their earlier training history. Then click **Reset PW** (or **Send Invite**) so they can set a new password.

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WARNING

A removed person's email stays tied to their old account. If you try to give that address to a **different** account, for example by changing someone else's email to it, you'll see **The email has already been taken.** Contact support to have the old account cleared first.

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

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