

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 October 27, 2026 · <https://hipaacertify.com/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

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/support> or contact us at <https://hipaacertify.com/contact>.