Managing Disabled Accounts

We've seen an increase in calls from Administrators asking to reinstate Subscriber accounts that were removed due to inactivity. Use this tip sheet to help manage accounts before they are removed.

Use the List Users Tool to View your Subscribers

An Organization Administrator can view a roster of Subscriber accounts for their organization at any time. After logging into your Administrator account, click on "List Users" from the Organization Menu.

Red Triangle Indicates the Subscriber is Disabled Due to Inactivity

Once you are in the List Users tool, if you see an account with a red triangle, it means that the Subscriber has been deactivated due to inactivity and will be removed from your organization soon. If the Subscriber is removed from your organization, they will no longer be listed as a user, and you will have to contact OneHealthPort support to reinstate the account.

Subscribers with a red error symbol next to them are not active. Review these accounts immediately to determine if the user should have access before they are removed from your organization.

- If the Subscriber still needs their account, reset their password to reactivate them and let them know to activate their account right away. This will prevent them from being removed from your organization and save you time from having to do extra work to get them reinstated.

- If the Subscriber is no longer part of your organization or does not need their OneHealthPort account, select them from the list and remove their affiliation by clicking the 'Remove Affiliation' button at the top right hand corner of the List User screen.

Download Your Roster for Easier Viewing

If your roster in the List Users tool has several pages of accounts, it is faster to download a list of users to Excel. All Subscribers highlighted in red are at risk of being removed from your account.

Scroll to the bottom of the List Users page for downloading options.