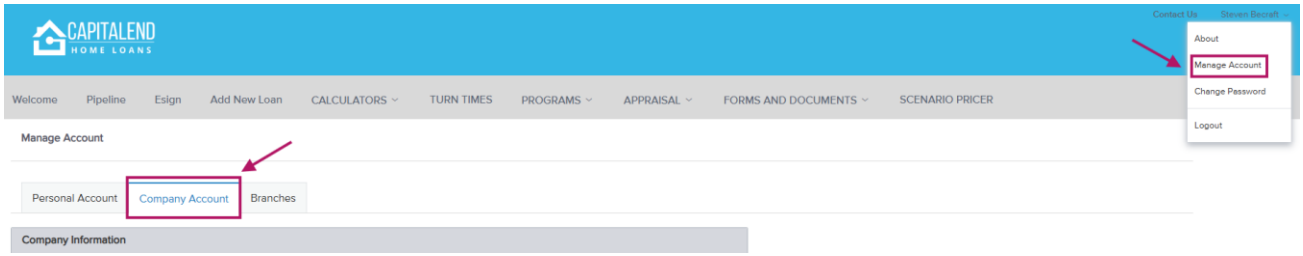
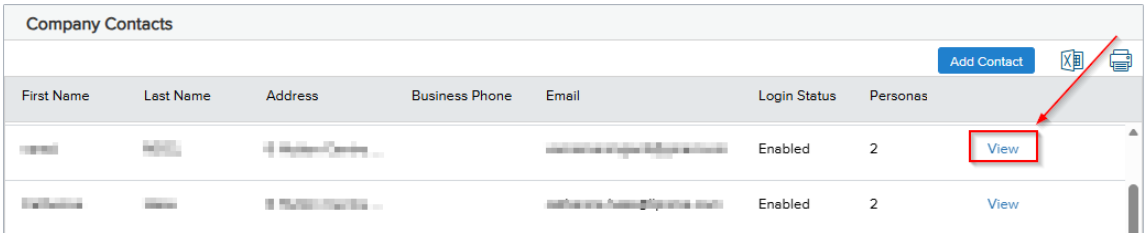
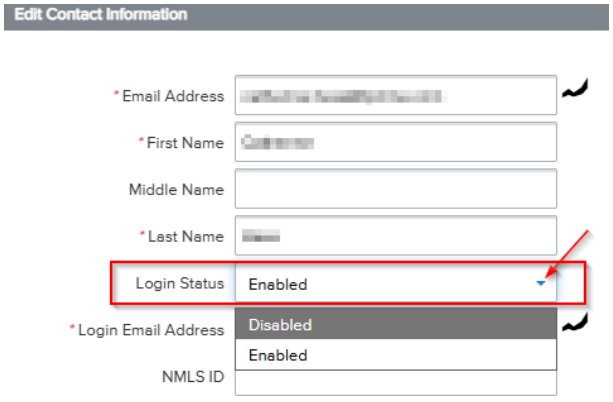
Broker Administration: Deactivating Users

If you have the 'WHL Admin' persona, you have access to create and manage user accounts for your company. When logged in to the TPOC Portal, click the caret to the right of your name in the upper right-hand corner. If you see 'Manage Account', you have admin access. Users who do not see this option do not have admin access. Click 'Manage Account' then click the 'Company Account' tab:



You can deactivate users that no longer work for your company. Follow the steps outlined above. Scroll down to 'Company Contacts', locate the user and click View':



Once in 'Contact Details', click 'Edit Information':

In 'Edit Contact Information', choose 'Disabled' for the Login Status' and click 'Save' at the bottom.