

# Deskpro

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## Article 5: Reactivating or Removing Agents

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### Overview

This article covers how to restore access for deactivated agents or permanently remove agents if needed.

### Reactivating an Agent

1. Go to the list of inactive agents.
2. Select the agent.
3. Choose **Reactivate Account**.
4. Review and update permissions if necessary.

### Removing an Agent

- Permanent removal may delete or anonymize agent data.
- This action is usually irreversible.

### Recommendation

- Deactivate accounts first before choosing permanent removal.