

Deskpro

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Article 4: Deactivating an Agent Account

Owen Wakeman - 2026-04-17 - [Comments \(0\)](#) - [Test AI Answer Helpdesk Articles](#)

Overview

Deactivating an agent prevents them from accessing the help desk without deleting their data.

When to Deactivate

- An agent leaves the organization
- Temporary leave or suspension
- Role changes that no longer require access

Steps

1. Open the agent's profile.
2. Select **Deactivate Account**.
3. Confirm the action.

What Happens Next

- The agent can no longer log in.
- Existing tickets remain in the system.