

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.