

Remove a User from an Event Site

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This article outlines the steps for removing users with no activity in an Event Site. If a user is linked to any activity on the site (such as purchases, bids, donations, or payments/refunds), the option to remove them will be unavailable. Activity also includes users linked to a champion fundraiser or entered as a donor or solicitor on an item.

IMPORTANT: To maintain data integrity, the option to remove a user will not be available if they are linked to any activity (current or deleted) within the site. This also applies to users that were carried over from a copied site. Generally, the only time a user can be removed is right after a bulk upload of new users.

Remove a user

1. Visit **Dashboard** > **Users** Container > **More** button ("...") > **Manage Users**.
2. Locate the user.
3. Select the user account to open **User Details** on the right-hand side.
4. Click the **Actions** dropdown.
5. Select **Remove User**, if available.

The screenshot shows a 'USER DETAIL' page for a user named 'Test, User'. The page is divided into two main sections: 'User Details' and 'Campaign Details'. The 'User Details' section includes fields for ID, Mobile, Email, Address, Username, and Role. The 'Campaign Details' section includes fields for Bidder Number, Seating Group, Table, sf_campaign, and Text Engine. An 'Actions' dropdown menu is open, showing options: Edit, Send Reg Message, Generate Statement, and Remove User From Campaign. The 'Remove User From Campaign' option is highlighted with a yellow box.

USER DETAIL	
Test, User	
ID	GSE_12569272
Mobile	
Email	
Address	
Username	UserTestnDD
Role	User
Campaign Details	
Bidder Number	111
Seating Group	
Table	
sf_campaign	
Text Engine	Short Code USA - 76278 (SMART)

Don't see the option to remove a user?

The selected user either has current or deleted activity. For data integrity purposes, the option to remove a user will not be available for a particular user if:

- The user has made a purchase or has a processed refund within the Event Site.
 - The user has activity (current or deleted) including as donations, bids, or item donations.
 - The user had previously saved their credit card on file.
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