

# Remove a User from a Campaign

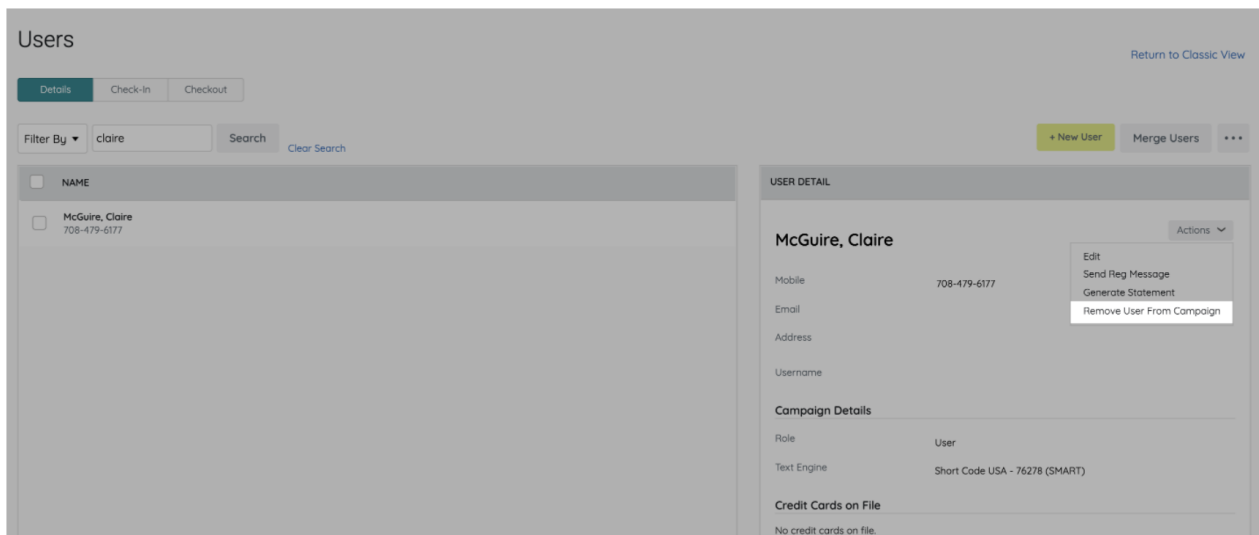
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Remove supporters without activity on the campaign site. Activity includes purchases, bids, donations, payments, or processed refunds. Activity includes users linked to a [champion fundraiser](#) or entered as a [donor or solicitor on an item](#).

**Note:** Users with prior deleted activity can't be removed to ensure data is properly preserved on the backend. Typically the only scenario where a user can be removed is immediately after a bulk upload administered by an admin.

## Remove a user

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



The screenshot displays the 'Users' management interface. At the top, there are tabs for 'Details', 'Check-in', and 'Checkout'. Below these, there is a search bar with 'Filter By' set to 'claire' and a 'Search' button. A '+ New User' button and 'Merge Users' option are also visible. The main content area is split into two columns. The left column shows a list of users with a table header 'NAME' and one entry: 'McGuire, Claire' with the phone number '708-479-6177'. The right column shows the 'USER DETAIL' for 'McGuire, Claire'. It includes fields for 'Mobile' (708-479-6177), 'Email', 'Address', and 'Username'. Below these are 'Campaign Details' showing 'Role' as 'User' and 'Text Engine' as 'Short Code USA - 76278 (SMART)'. At the bottom, it shows 'Credit Cards on File' as 'No credit cards on file'. An 'Actions' dropdown menu is open, showing options: 'Edit', 'Send Reg Message', 'Generate Statement', and 'Remove User From Campaign' (which is highlighted).

## Don't see the option to remove?

The selected user either has current or prior deleted activity.