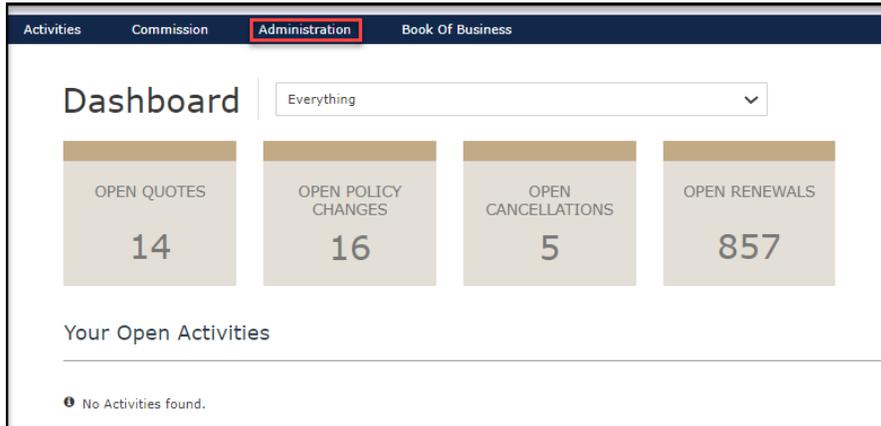


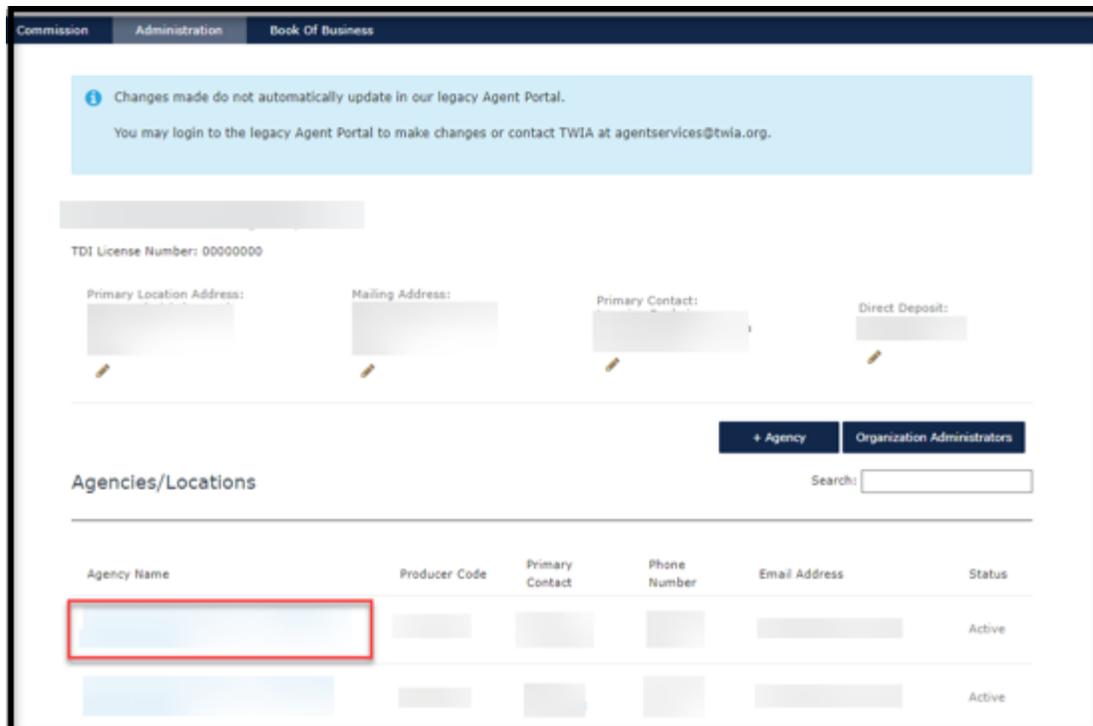
# Deactivating Agency Users in the TWIA Agent Portal

This job aid demonstrates how to deactivate agency users in the TWIA Agent Portal.

1. You must be an Agency Administrator (“Organization Administrator” role) to deactivate an agency user to the TWIA system. To start, click on the Administration tab from the Agent Dashboard. **Please note that users cannot actually be DELETED from the system.**



2. Select the Agency Name that the user is listed under. If you are an Agency Administrator, that agency will automatically appear on your screen under Agencies/ Locations. Select the agency where the user will be deactivated.





5. Enter the reason for deactivating the user in the field indicated and then select "Save."

Agency/Location: Agency Inc - PRODUCER GROUP

Producer Code

Mailing Address Primary Contact Status Active EFT Payments: Inactive

### Deactivate User

Reason \*

User Name LA@allstate.comtwia Status Active

First Name Last Name

Email Address LA@allstate.comtwia Phone Number

#### Roles

Name	Description
Agency User	Permission to perform policy transactions like New Submission, Renewal, Policy Change, Policy Change etc.

6. To verify the user has been deactivated, click on the agency name below.

Agency, Inc

TDI License Number:

Primary Location Address: Mailing Address: Primary Contact: Direct Deposit:

#### Agencies/Locations

Search:

Agency Name	Producer Code	Primary Contact	Phone Number	Email Address	Status
Agency Inc - PRODUCER GROUP				@allstate.comtwia	Active



7. The agency user now shows suspended and the can no longer log in, or access the agency's information.

[+ User](#)

Users Search:

First Name	Last Name	Username	Phone Number	Email Address	EFT Enabled	Status
		allstate.comtwia			No	Active
		LA@allstate.comtwia			No	Suspended

