Remove an Authorized Contact

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This guide will explain how to remove an Authorized Contact.

Before you start

- You must have access to the Support Portal.
- You must be an active contact who is a Technical Contact or a Support Contact for the customer account. This information can be found under the Support Access field in your contact record. Any other level of support access cannot perform the steps in this guide.
- Each district has authorized contact limits that govern the total number of users who can be added in the Contact Management tool.

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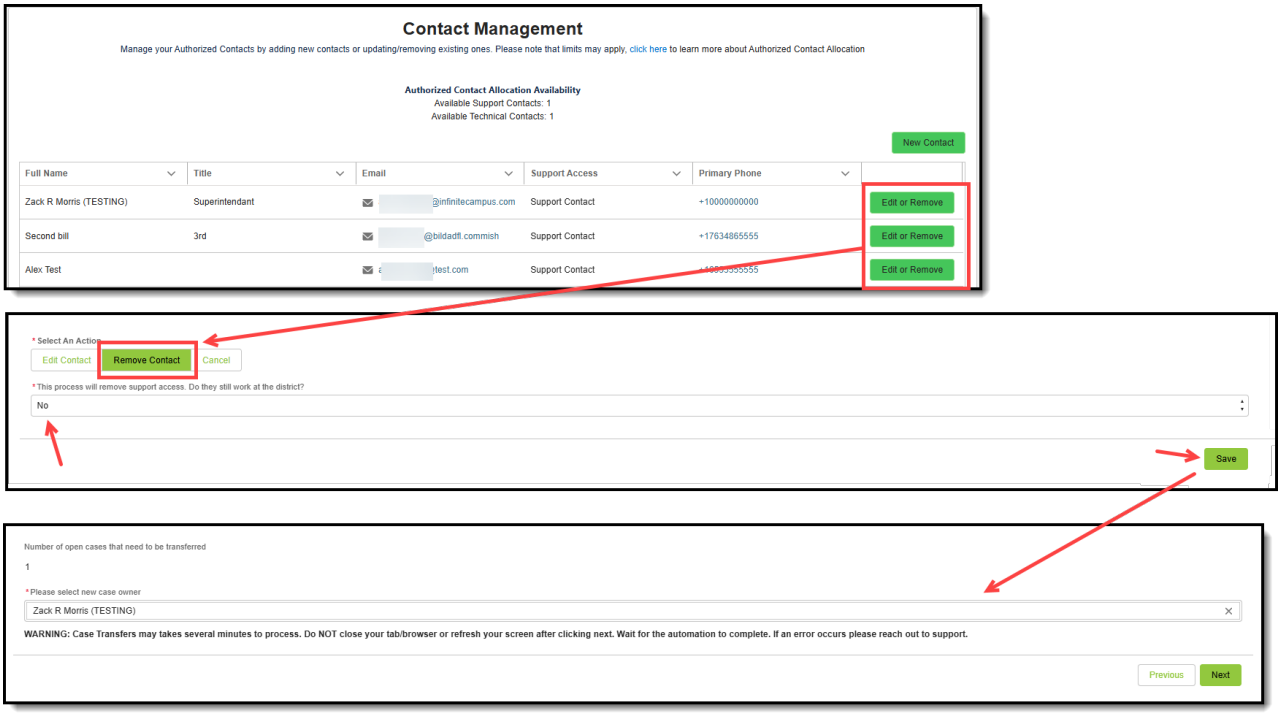

1. Log in to the Campus Support Portal.
2. Locate the Contact Manager by either:
    1. Selecting your profile icon in the upper right-hand corner and navigating to My Account > Account Information > Contact Manager
    2. Click Modify Authorized Contacts on the homepage or case creation page.
3. Click the **Edit or Remove** button for the user to be removed. The Edit Contact editor will appear.
4. Click the **Remove Contact** button at the top.
5. Select Yes or No if the user still works at the district.
    1. If No, the Status field on the contact's record will be marked Inactive.
    2. If Yes, the Status field on the contact's record will remain Active.

6. Click Save. The system will check whether the user has any open cases.
    1. If they have no open cases, the change is submitted, and the user is no longer an Authorized Contact.
    2. If they have open cases, you need to identify who will receive them by selecting from a list of eligible contacts and clicking **Next**.

If you need to exit this process, click the Cancel button. Due to a known limitation, the X button does not exit the screen.

Impact

The user is no longer an Authorized Contact.

What's next

You've completed this task. There are no additional steps.