# Remove a User
# from a Billing Account
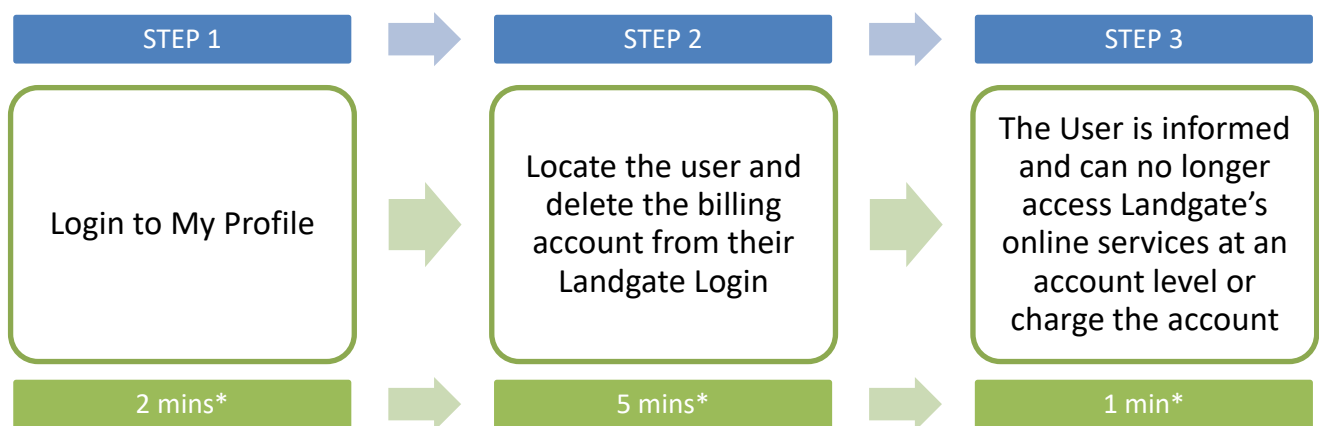
## Quick Guide

30/06/2023
Version: 3

# Remove a User from a Billing Account

When you are a User Representative, one of the responsibilities is to manage users who are joined to the billing account. If the person leaves the organisation or should no longer access Landgate online services connected to the billing account, their access to the account should be removed.

Removing a user from a billing account protects the billing account from unauthorised transactions and access to Landgate's online services at an account level.

## Removing a User is a 3 Step Process

Steps to remove a user from a billing account:

| STEP 1 | | STEP 2 | | STEP 3 |
|--------|---|--------|---|--------|
| Login to My Profile | → | Locate the user and delete the billing account from their Landgate Login | → | The User is informed and can no longer access Landgate's online services at an account level or charge the account |
| 2 mins* | → | 5 mins* | → | 1 min* |

*Time estimates based on average customer experience and optimum system functionality.
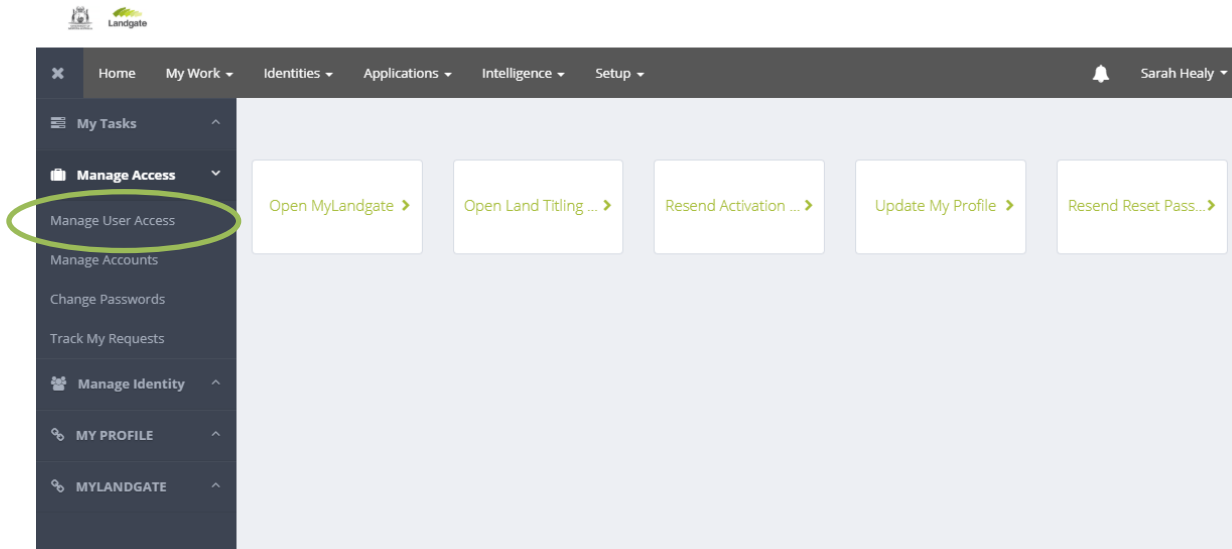
## Step 1

The User Representative can remove the billing account from any Landgate Login joined to the account. Changes are made from the My Profile available through the MyLandgate portal.
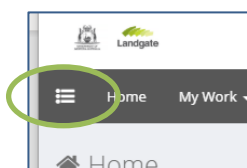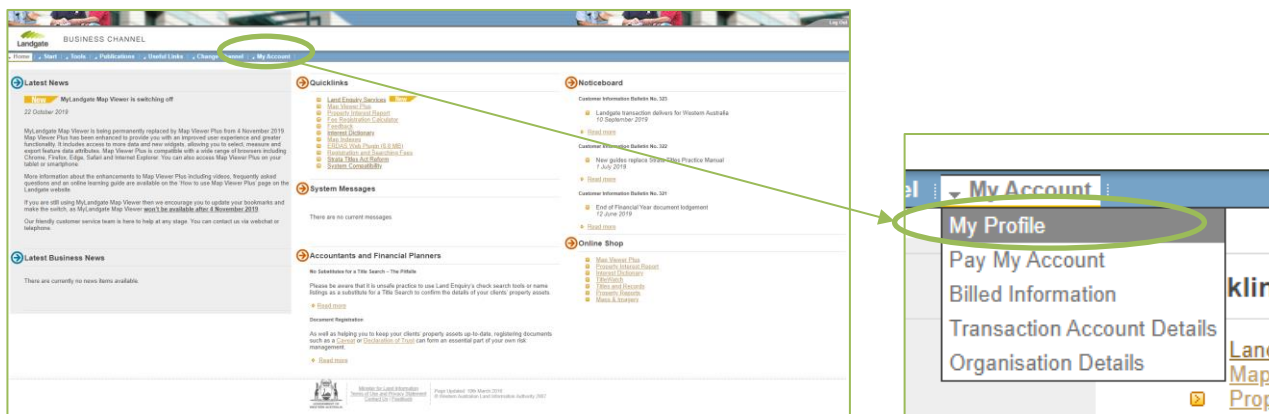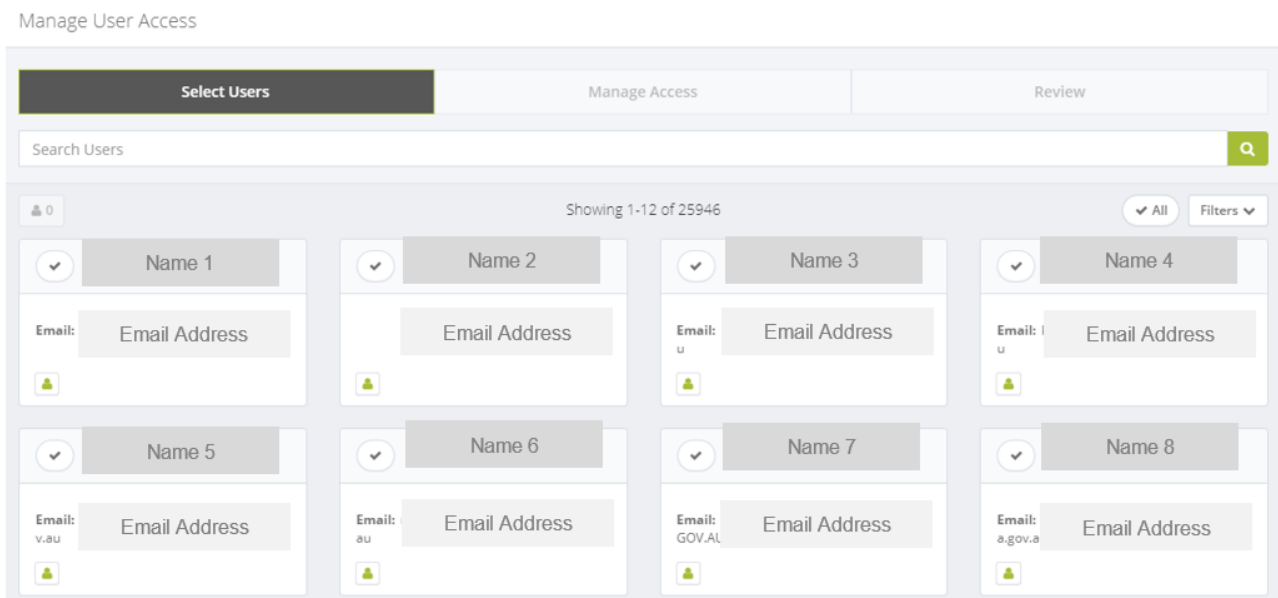


The My Profile menu will appear and provide access to the option drop down at the top left.

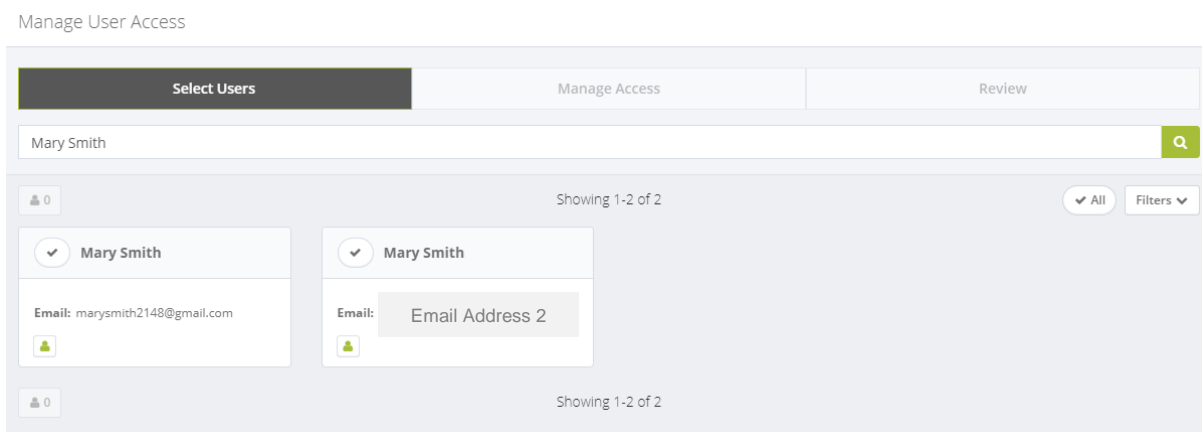Under 'Manage Access', select 'Manage User Access'.



This screen should show all users that are attached to the account. It shows 12 users at a time.
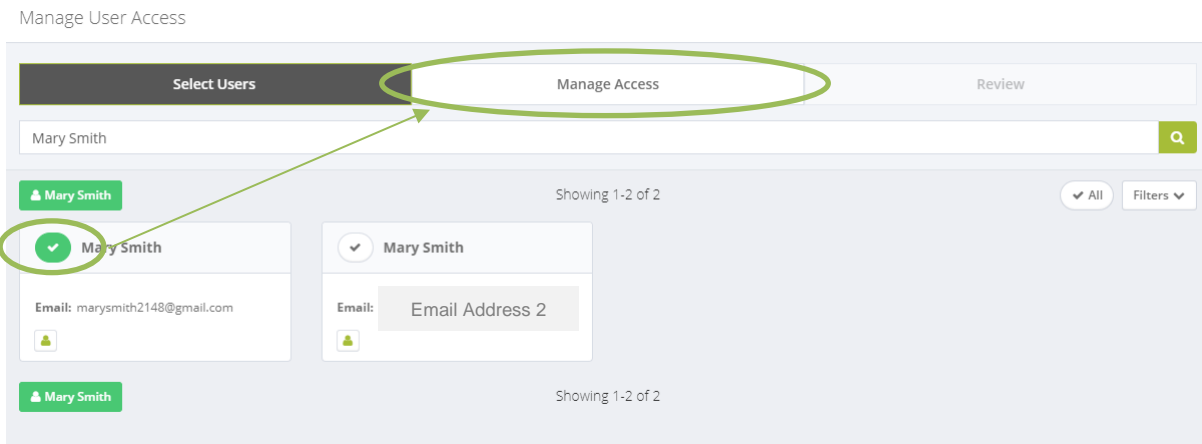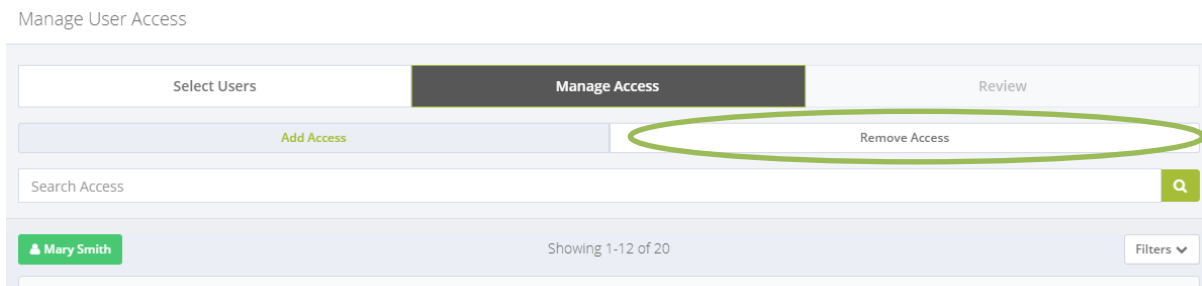


# Step 2

If the user you want to remove is not on this screen, you can search screen by screen or type their name in the search bar. Any matches to the searched name will appear.
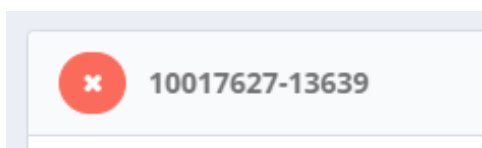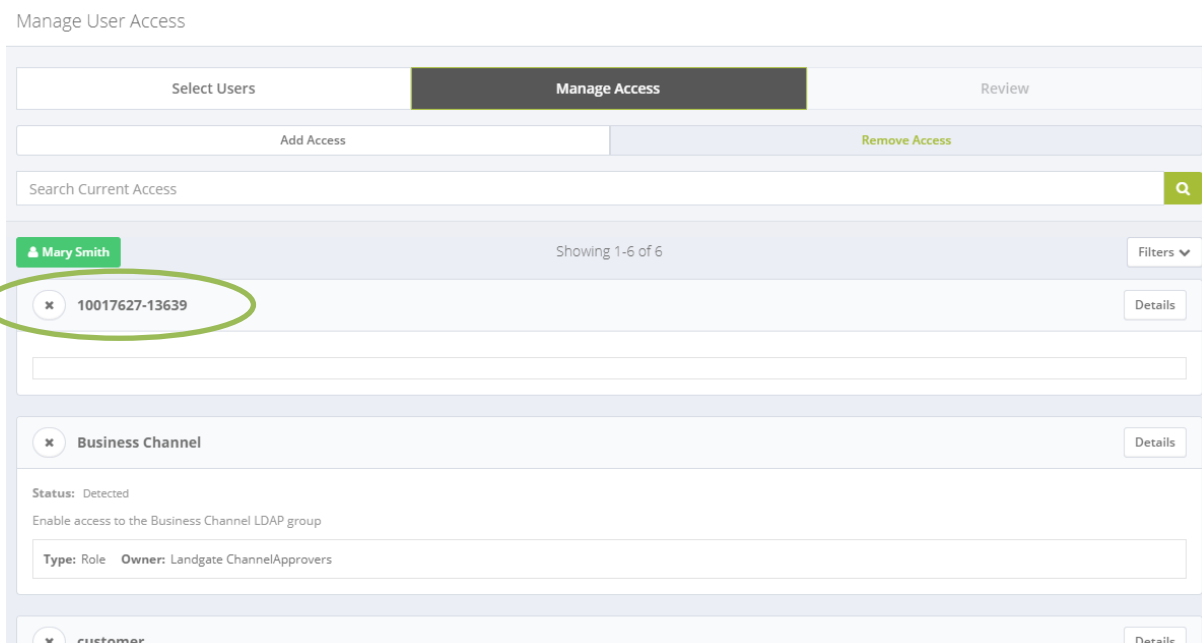
Select the user by clicking on the tick next to their name, and then select 'Manage Access'.



By default, it will be set to 'Add Access'. Select 'Remove Access' in this instance.



All joined billing account numbers will appear at the top of the list for the user.





Remove the user from the account by selecting the cross icon next to the account number. It will turn red to indicate your select.

**IMPORTANT:** There is no other selections you need to make. Once you remove the account number, all the relevant application and channel access will also be automatically removed.

Click 'Review'.



The submit button will appear at the bottom of the screen and click when you are confident it is the right number. You will see a confirmation on the screen of a successful submission, and you will get an email to confirm the change you have made.

# Step 3

The user will receive an email to advise they have been removed from an account.

A user's Landgate login will not be purged from the system, it will simply sever from the account you have removed. This allows the user to still log into other online services such as e-forms or Land Enquiry Services as a registered user with registered access.

If the user requires access to a billing account in the future, they will need to follow the process to Join a Billing Account.