

About this guide

This guide shows how someone with permission reaches the **Users** list from **Security**, opens a person's menu, chooses **Deactivate**, and reads the confirmation message. The automated screenshots **do not** confirm deactivation: they tap **Cancel** so no account is changed.

If a picture shows a **blue frame**, it is only to help you follow the steps; it is not part of the app.

BEFORE YOU START

- You are logged in as **Administrator**, **Supervisor**, or **Chief** (roles that may deactivate users). **Security** staff can see the list but cannot deactivate or change passwords from here.
- The **Users** list shows only **active** people. Pick someone you are allowed to manage; for practice, use a **test user** if you are not sure.
- Deactivating is a real change: that person will **no longer appear** in this list. The account is not deleted from the system, but they stop being active until administration reactivates them if your community allows it.

WHAT YOU WILL DO

You will open **Profile** → **Security** → **Users**, open one person's menu, tap **Deactivate**, and read the confirmation before deciding.

STEPS

STEP 1 Open the Users list

From **Profile**, go to the **Security** tab. Tap **Users**. When the list loads, you will see active users and their cards.

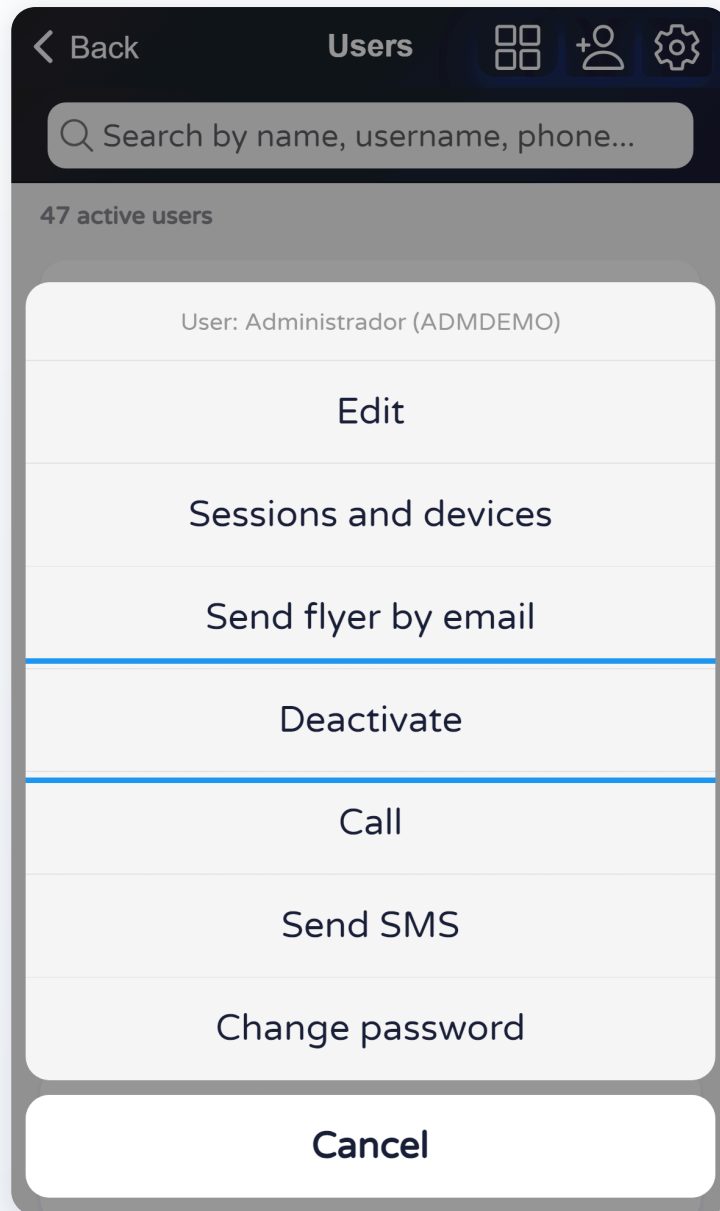
Mobile application interface showing a list of users. The header includes a back arrow, the title "Users", and icons for a grid, adding a user, and settings. A search bar is present with the placeholder text "Search by name, username, phone...". Below the search bar, it indicates "47 active users". The list contains five user entries, each with a profile picture, name, role, and contact information.

Name	Role	Contact Info
Administrador	Administrator	ADMDemo, +524426805331, jfeurotecnica@gmail.com
juan ramon	Administrator	ADMVZLA
Andres ARB1	Other	ARB1, 60521310, raul.a.gil.j@gmail.com
ARB1INQ	Tenant	ARB1INQ
Jonathan Garro	Owner	ARB3

Example of the Users list after it loads

STEP 2 Open the menu and find Deactivate

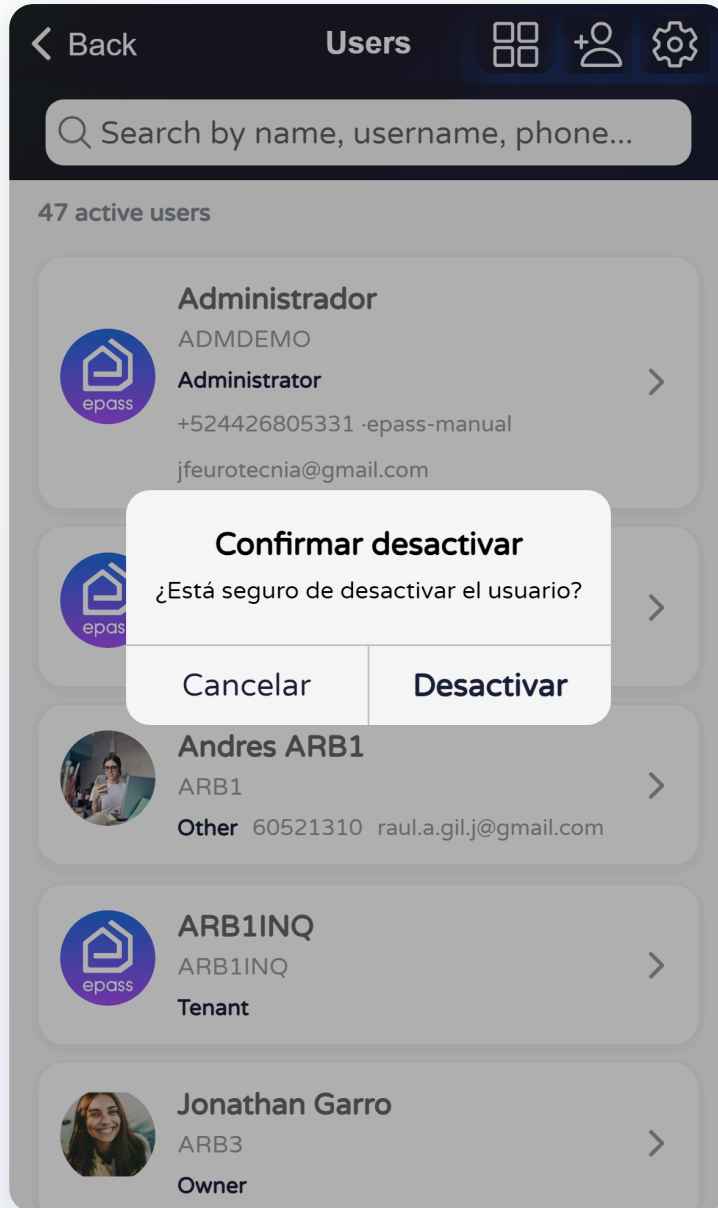
Tap the person's card. A menu opens from the bottom with several actions. **Deactivate** is the one that starts the process (next step). Do not use it unless you really want that person to stop being active in the list.



Deactivate is marked in the menu (example)

STEP 3 Read the confirmation

A message asks whether you are sure. If you tap **Deactivate** (or the equivalent confirm button), the person becomes inactive and **disappears from this list**. The app may then show a short success notice. If you changed your mind, tap **Cancel**. In some app languages the menu may be translated but this confirmation can still appear in Spanish.



Example of the confirmation before deactivating

STEP 4 Who can deactivate

Administrator, **Supervisor**, and **Chief** can deactivate from this screen. **Security** sees the user list but, if they try to deactivate or change a password, the app explains they do not have permission.

The list only shows active users. After deactivation, search and filters will not find that person here until they are active again.

USEFUL NOTES

- The automated run takes the picture of the confirmation and then taps **Cancel**. It never confirms deactivation.



Thank you for using EPASS

Help for administrators managing users.

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