FAQ: Managing users and portal access in bulk

This article explains how to use new bulk actions for user removal and portal access management to save time on administrative cleanup.

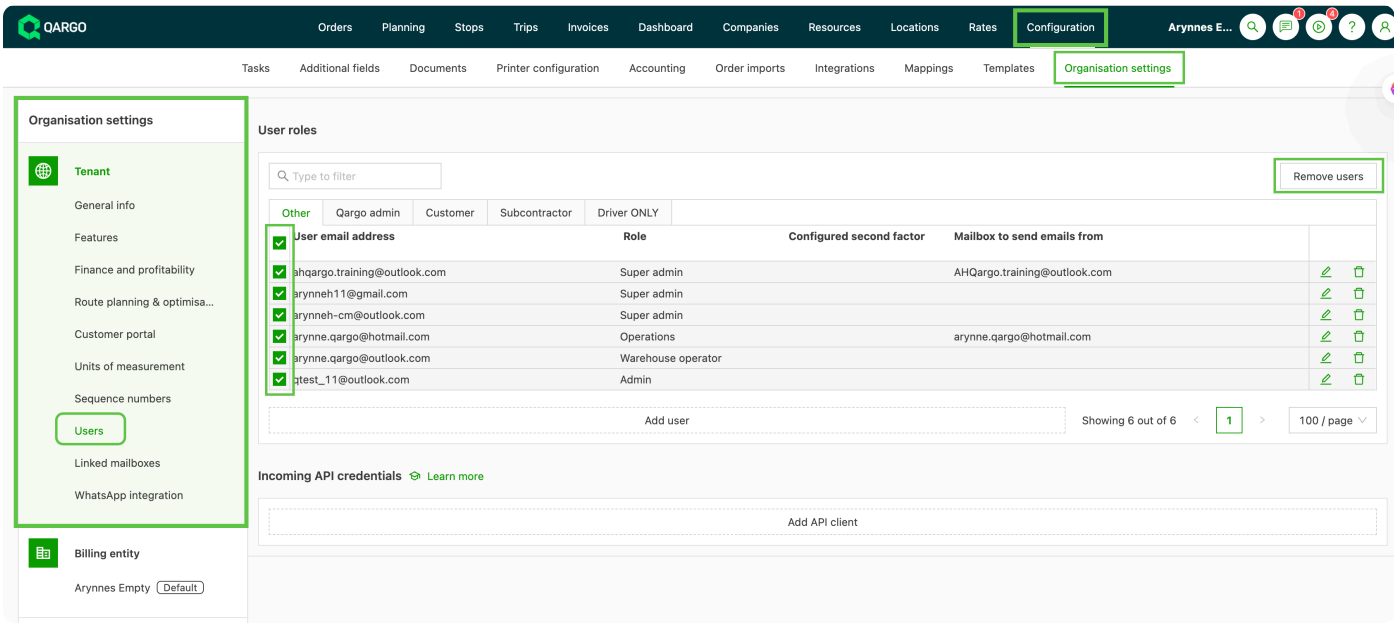
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Q: How can bulk actions save time when cleaning up a system after a large testing phase (like a go-live in a sandbox) or when offboarding multiple external users efficiently?

A: The bulk management features process many accounts at once, significantly cutting down on administrative cleanup time:

1. Bulk user removal (normal users and admins): Remove users from the tenant in bulk.

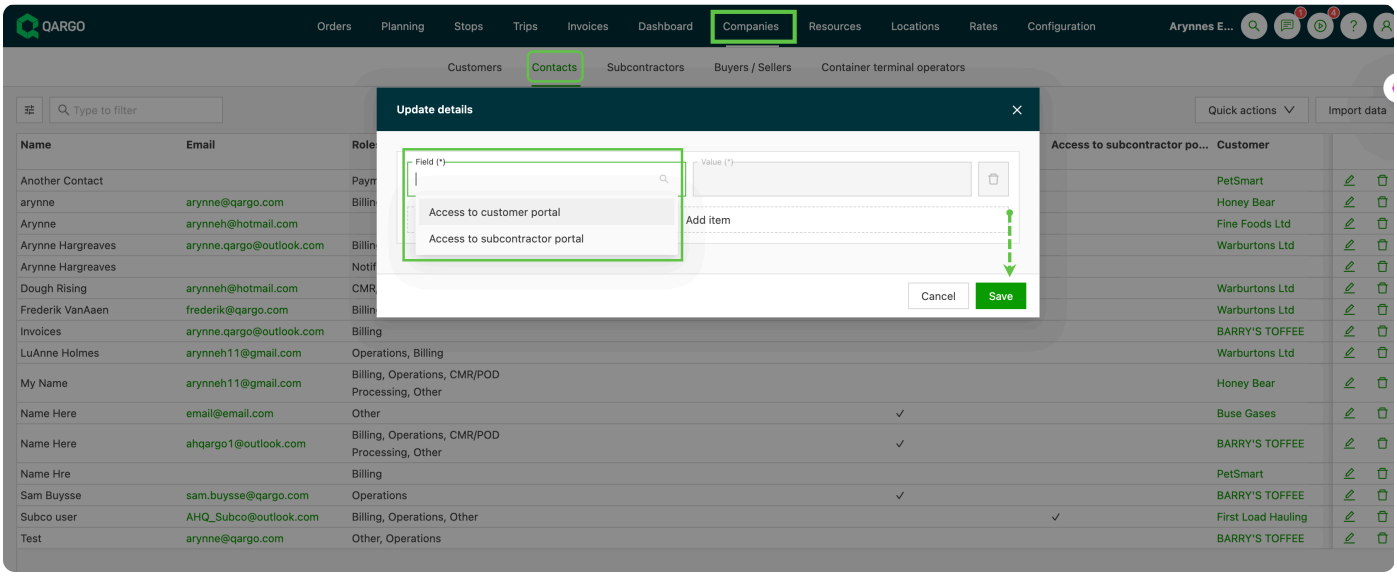
- Navigate to **Configuration > Organization settings > Users**.
- Select the users to remove
- Use the **'Remove users'** button to delete them simultaneously.



2. Bulk portal access removal (customer/contract carrier contacts): Revoke external access to the customer portal or carrier portal for multiple customer or contract carrier contacts.

- Navigate to the **Companies > Contacts** tab.
- Use the **quick action** to select the contacts
- and collectively remove their access to the **Customer portal** and/or the **Carrier portal** in one step.

📚 Use 'Add item' to select multiple fields to update.



These features eliminate the need for repetitive, one-by-one actions and keep user and access lists accurate and secure.