



Delete a pending user

Deleting is different from [Deactivation](#), as deleting a user is irreversible. Only [Pending Users](#) can be deleted. If you want to permanently delete the user from your organization, contact support@zohoone.com.

In the mobile application:

1. Open the Zoho One app on your mobile device.
2. Tap  in the bottom right corner, then tap **Users**.
3. Select either **Invited Users** or **Non-Invited Users**.
4. Tap on the user you want to delete.
5. Tap  in the top-right corner, then tap **Delete Pending User**.
6. Tap **Delete**.

In the web application:

To delete a user:

1. Sign in to [Zoho One](#) , then click **Directory** in the left menu.
2. Click **Users**, then click on a Pending User. You can find the list of Pending Users through the dropdown menu above the list of users.



3. Click , then click **Delete**.

 Note: If any Directory or Non-Directory SAML app was assigned to the user, deleting them in Zoho One will not be reflected in the app. Remember to delete the user in the SAML app to prevent unexpected bills.