



Delete a pending user

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Prerequisites

Permissions required to perform this action:

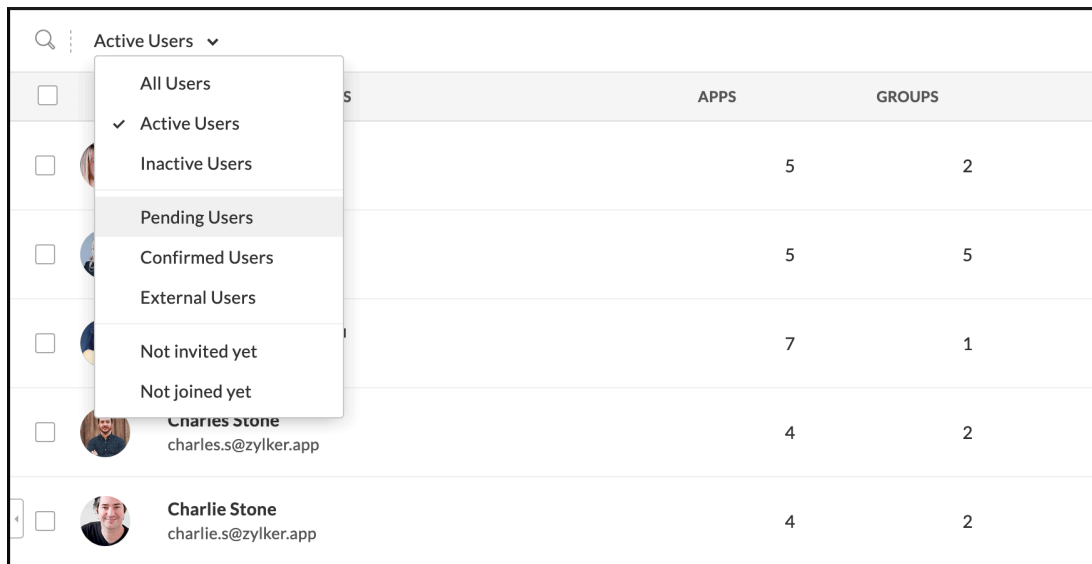
- Organization Owner
- Organization Admin

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@zohodirectory.com.

To delete a user:

1. Sign in to [Zoho Directory](#)[↗], then click **Admin Panel** in the left menu.
2. Go to **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. Hover over the user you want to delete.



4. Click , then click **Delete**.

Note:

- The deleted user will lose access to their Zoho Directory account.
- Deleting a user will remove them from your subscription. Your monthly payment will be prorated based on how many days of the month the user had access to Zoho Directory.
- Deleting a user in Zoho Directory will not be reflected in the SAML apps that were assigned to them. Remember to deactivate the user in the SAML app to prevent unexpected bills.

In the mobile application:

For iOS devices:

1. Open the Zoho One app on your mobile device.
2. Tap  in the bottom-right corner, then tap **Users**.
3. Under USERS, tap on the dropdown arrow for active user and then 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**.