

This KM explains how to delete or deactivate ICBS user accounts

Removing ICBS access requires two steps:

- Deleting or deactivating the user's ICBS application account.
- Deactivating the user's NAP (NESS Authentication Portal) account.

End User Solution

ICBS application accounts:

A Cache Account Administrator ("CAA" - designated by each Cache Manager) can delete or deactivate a user's ICBS account. If the employee is not expected to need ICBS access in the future, the CAA should delete the account. If the employee is expected to need ICBS access sometime in the future, the CAA should deactivate the account.

For instructions on these procedures, please see the "ICBS-R Account Management Process" document, which is posted on the ICBS-R User Support and Quick Reference Guide page: http://icbs.nwcg.gov/user_support.html

NAP accounts:

To have your NAP account deactivated, contact the Interagency Helpdesk at 1-866-224-7677 for further assistance

Helpdesk Solution

To request a NAP account be deactivated, escalate the ticket to Tina Vorbeck:

1. Obtain the NAP username (this will be the same as the ICBS username).
2. Document appropriate information in the ticket.
3. Call Tina Vorbeck and provide the NAP username and the ticket #. Tina's phone number is: 208-387-5649
4. Assign the ticket to her. Follow Answer ID: [Escalations](#) for RN field values.

Reviewed/updated 8/8/2014 – Tina Vorbeck, Andy Gray, and Jeri Billiard