Removing / Deleting Users from your Kahootz Site

Graham Smith - 2026-03-23 - Site owners
Warning

Only Site Owners can remove users from a site.

To removing /delete user from your site:

1. Click on **Account > Site Admin > Users**
2. Find the user(s) that you want to delete.
3. Click on the delete icon next to the user's name.
4. Confirm by clicking **Yes**.

What happens when a user is removed?

- The user is removed from all workspaces
- They will no longer be able to log in to the site
- Any work they have created will remain in the workspaces
- Their user licence will be freed up and can be reassigned

Reinstating a user

If the user needs access again:

- Invite them to a workspace as you would a new user
- They will receive an email with a link to register again and set a new password
- Their previous workspace memberships will not be restored automatically
- You will need to re-invite them to any required workspaces

Bulk deleting users via support

If you need to remove a large number of users, our support team can assist by carrying out a bulk delete using our admin tools. This is often the quickest option when you are removing many inactive or redundant accounts from a site.

When support performs a bulk delete, we validate the users against the site you specify and then delete the

matching accounts. As with a standard user deletion, this removes the users from their workspaces, prevents further login access, retains their existing workspace content, and frees up the associated licences.

To request a bulk delete, please raise a support ticket and include:

- Your Kahootz site name and site URL
- A full list of the users to be removed, including both email address and UID for each user
- Confirmation that you want those accounts deleted
- The reason for the deletion request, or the name of the person authorising it

Manual bulk user removals require a finalised removal list at least 3 working days before the requested execution date. Requests received after that point may still be accommodated, but this cannot be guaranteed for the preferred date. Removal requests submitted outside support hours will be picked up on the next support day.

Bulk deletes requested through support do not send automated warning or confirmation emails to the affected users before or after deletion. If you want users to be notified in advance, this should be handled by your organisation before the request is submitted.

If you later need a deleted user reinstated, please contact support as soon as possible with the affected UID or UIDs. Restoration may be possible, but it can fail in some situations, for example if the deleted account has already been fully wiped or the original email address has been reused. A full wipe of personal information does not happen as part of the standard delete process and is only carried out as a separate action if specifically requested. There is no fixed automatic timeframe for when a deleted user becomes unrecoverable, so deleted accounts should be treated as time-sensitive if you think they may need to be restored.

If you wish to use this facility then please raise a new support ticket.

Note: the bulk delete request can only be raised and approved by the site owners.

Related Content

- Site Usage & Storage Statistics including Active Users & Workspaces
- Removing / Deleting Users from a Workspace
- How-To Re-invite Users
- Can I permanently delete my Kahootz site?
- Deleting a workspace