

## Old Users

Deleting users from frog is not automatic and you will have to do this manually. If you would like to know more about why you need to manually housekeep users, head over to our Housekeeping Overview Page for more information.

To manually delete a small number of users, you need to open your Users application, sort by year group or registration and then use the select button under the search bar to select multiple users. You can then click on everyone you want to delete, and a green tick will appear to the left of their row. Once you've highlighted all your users, you need to select the action cog and use the archive option to remove the users. If you're only deleting a few users, you can search for them either by their name or username and delete them in the same way.

Deleting a larger number of people requires a different process. If you were wanting to delete all users in a year or a registration group, sorting the year in the Users app then individually selecting all users might take some time. To get around this, you have the ability to export your users to a CSV file and make some changes in there.

If you click on the action cog in the Users app and select to either export all users, or if you're only wanting to delete users from a specific profile, you can select which profile you want to export. Once that's downloaded, you can open the CSV and we can start to filter this information to the users you wish to delete. Just so you understand the process, we are going to use this CSV to change all the usernames of the users we want to delete, to something we can search for in the Users app. This means that when we import the CSV back into the system, we can search for the specific username changes and then delete all users in bulk from there.

If you want to delete all year 13 users, click on the 'year' column header at the top of the sheet and then from the excel options select the 'sort and filter' button, which is usually located to the right of toolbar ribbon. If you can't see it in your toolbar, you can access this within the data tab. Clicking filter will add a drop-down menu to your 'year' column header and you can now click on that drop-down menu and untick the 'select all' option, then select Year13. You have now filtered your information to only display the year13 users.

We then advise that you copy all this information into a new excel document as uploading more than 500 users at a time can cause the process to timeout.

From here, you need to insert a new column next to the username column. In this example, my new column has become the B column and the usernames have moved over to the C column. In the second row of this new column I need to write the formula =C2&"\_todelete". Hitting enter populates the username from C2 and adds '\_todelete' onto

the end of it. This is the term we will search for when we've imported it back into the system.

So we've done one but we need to change them all. From here you can click on the box with the new username in and then in the bottom right hand corner, there should be a small black box. If you click and hold that box and then drag it down, this adds the formula we've just created to each empty cell below which will create new usernames for everyone. The next thing we need to do is delete the old username column and add username into the header of our new column. You then need to save this file and make sure it is saved in the csv format.

Now we're ready to import this back into Frog. If we head back into the Users application and click on the action cog, we can select the import button. You then need to select the file you have just saved and upload it. Frog will then check the file and make sure it has been formatted correctly. If there are any errors, you can check the logs to see what might be causing them but if you have followed the steps correctly, you should be fine to import it.

All you have to do then is search for `_todelete` in the Users app, click select, click the tick on the header on the left-hand side (which will select all) then in the action cog, select archive.

Archiving the users will delete them from the platform but they can still be recovered if necessary by the Frog Service Desk.

[title card]

Users can be completely removed from Frog using the Anonymise and Forget function. This button was added to keep frog in line with new GDPR legislation. The process removes all personal details about a user and there is no way to undo this. To guard against accidentally doing this, please contact the service desk if you wish to proceed.