Deleting User Accounts in GOLD - *MyTeachingStrategies™*

**NOTE:** Users cannot be deleted if their account is associated with children or classes.

The process for deleting a User is as follows:

1. Transfer children to the new teacher/class (if applicable – see below)
2. Delete the class(es) associated with this User
3. Delete the User’s account

I. To Delete a User associated with an existing class and children currently enrolled:

1. If children are going to a new teacher/class, Administrators must first create an account and set up a class for the new teacher following directions provided by the LDOE (NOTE: teachers already in the system will not need a new account)
2. Transfer the children from the old class into the new one following these steps:
   a. Administrators log on and go to circle on the top right of the screen with their initials
   b. Click on the circle, and then click on “Administration”
   c. Click on “Children” (located on top gray bar)
   d. Click on “Edit Children” located to the left on the screen
   e. Indicate the Primary Teacher (the one whose User account needs to be deleted) and the class for that person using the drop down box feature
   f. Click on the button for: Transfer/Reactivate/Archive/Delete
   g. Be sure to click Child Status for all 3 options (Active, Archived, Deleted)
   h. Click “Submit” – located on far right of screen
   i. A list of children for this User will appear – click the box for every child
   j. Click on “Transfer” located to far left of screen
   k. A “Transfer Children” box will appear – Click on the down box for Primary Teacher and click on the name of the new teacher and class
   l. Click “Submit”

To Delete a User with a class that is closed and with children that are no longer enrolled and have not been deleted:

a. Follow the process for Step 2 above up to ‘j’ – click on “Delete” instead of “Transfer”

b. A “Delete Children” box will appear – Click on “Submit”

II. Delete Classes

1) Go to Classes (located on top gray bar)
2) Click on “Delete”
3) You will be prompted to indicate if you wish to delete this classroom – Indicate “Yes”

III. Delete User:

1) Click on “Users” (located on top gray bar)
2) Click on “Delete” located to left of screen
3) You will be prompted to indicate if you wish to delete this User – Indicate “Yes”
4) This process can be followed for teachers not associated with classes/children

❖ If you have any issues, contact *MyTeachingStrategies technical* support team who are available at 1-866-248-2575 Monday through Thursday 8:00 a.m. to 7:00 p.m. ET and Friday 8:00 a.m. to 6:00 p.m. ET.