Removing User Access

Virtual Desktop Managed Service

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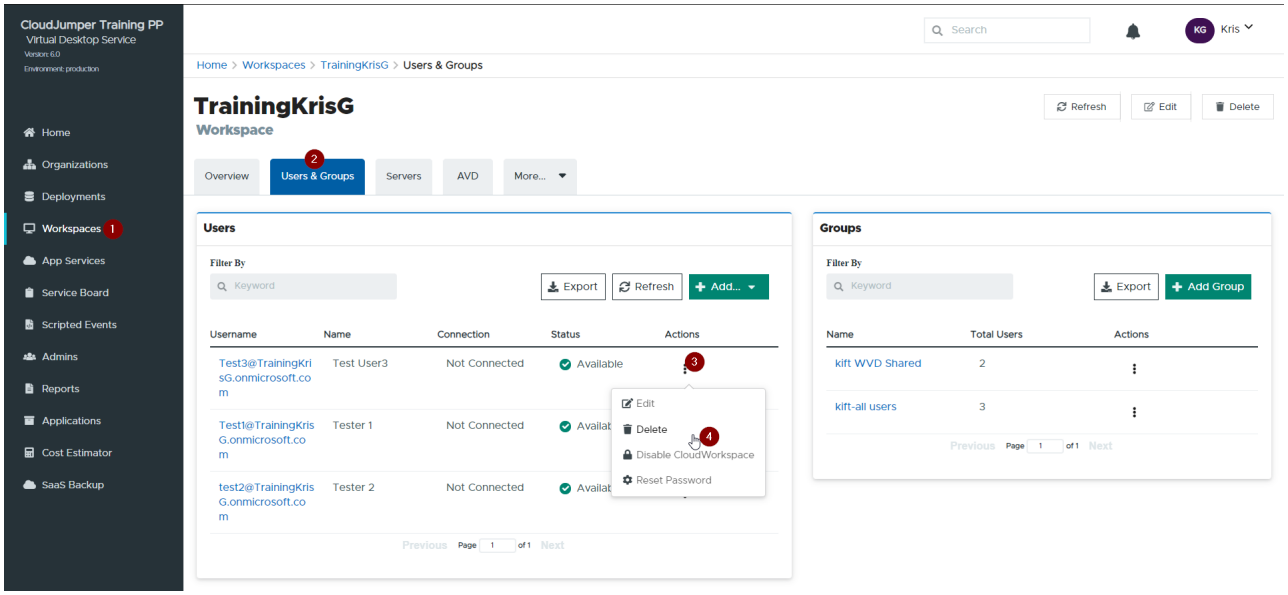
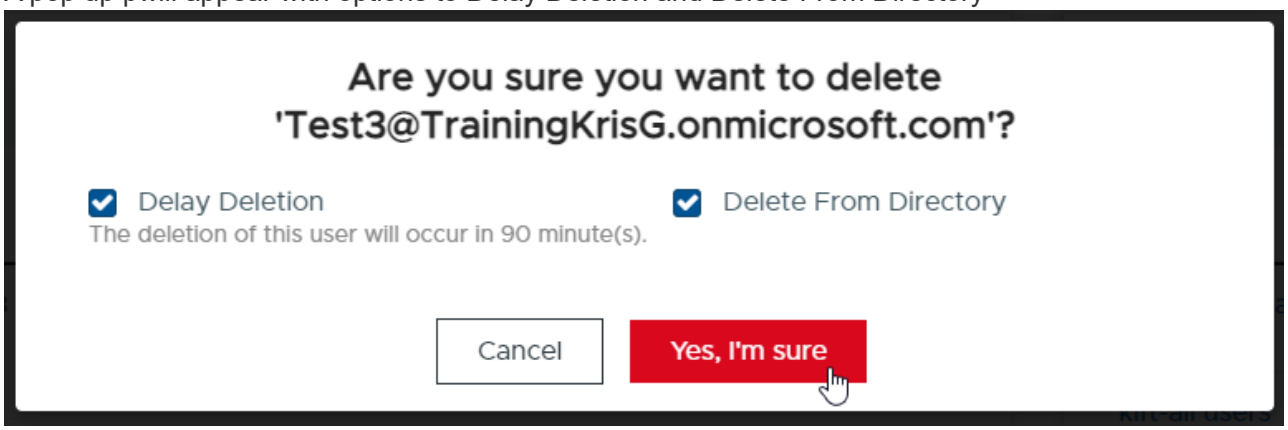
New Active Directory deployments (a new Active Directory domain was created for VDMS)

1. Delete the user in VDMS
    a. Navigate to the workspace, select the "Users & Groups" tab, click the action dots next to the user to be deleted, then click "Delete"



    b. A pop up pwill appear with options to Delay Deletion and Delete From Directory



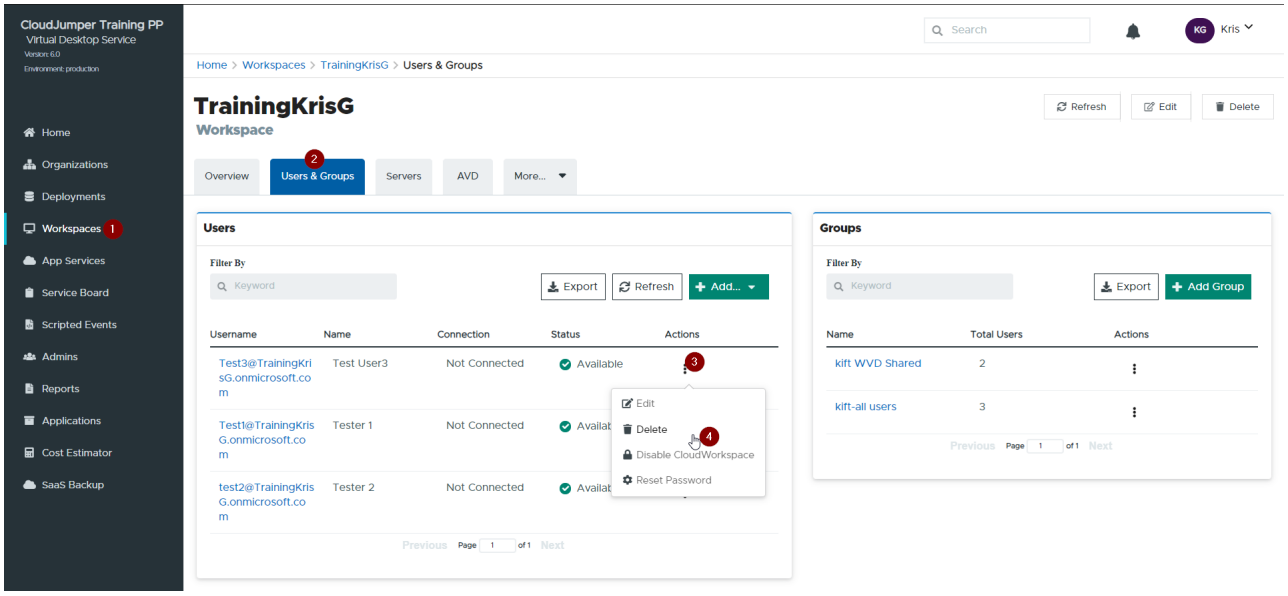
        i. The Delay Deletion option will wait 90 minutes before deleting the user, which allows for the process to be cancelled. It is recommended to check this box.

        ii. The Delete From Directory option will delete the Active Directory user account. This box should be checked.

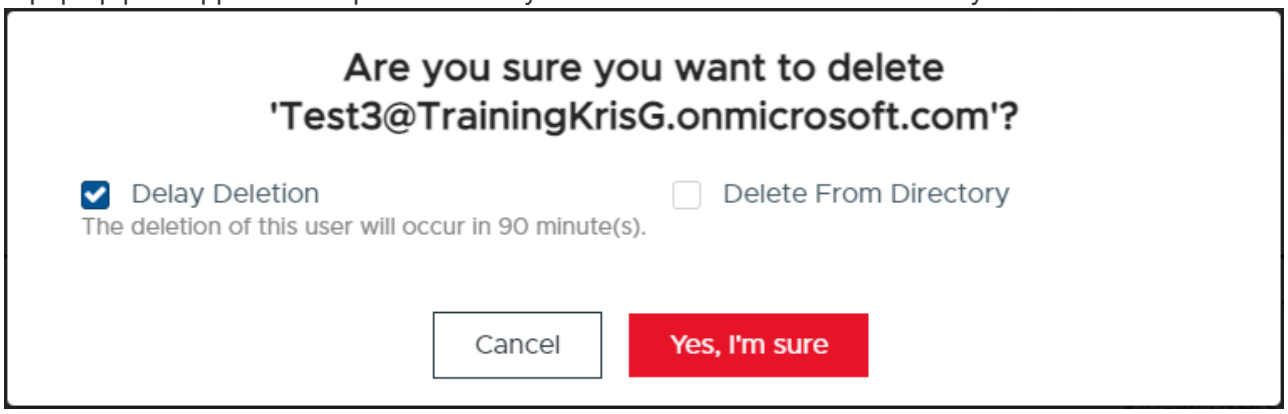
2. Notify NetApp of the user removal using one of the methods below
    a. Email support: VDSsupport@netapp.com
    b. Phone Support: 844.645.6789
    c. VDMS Support Portal

Existing Active Directory deployments (VDMS is connecting to an existing Active Directory)

1. Delete the user in VDMS
    a. Navigate to the workspace, select the "Users & Groups" tab, click the action dots next to the user to be deleted, then click "Delete"



    b. A pop up pwill appear with options to Delay Deletion and Delete From Directory



        i. The Delay Deletion option will wait 90 minutes before deleting the user, which allows for the process to be cancelled. It is recommended to check this box.

        ii. The Delete From Directory option will delete the Active Directory user account. It is recommended this box is NOT checked, and your organizations user account deletion process be followed to delete the account from Active Directory.

2. Notify NetApp of the user removal using one of the methods below
    a. Email support: VDSsupport@netapp.com
    b. Phone Support: 844.645.6789
    c. VDMS Support Portal

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