

# Deleting Booking System accounts

This page outlines what the booking system does when a request to delete a parent or child account is submitted and what sequence you need to follow to proceed.

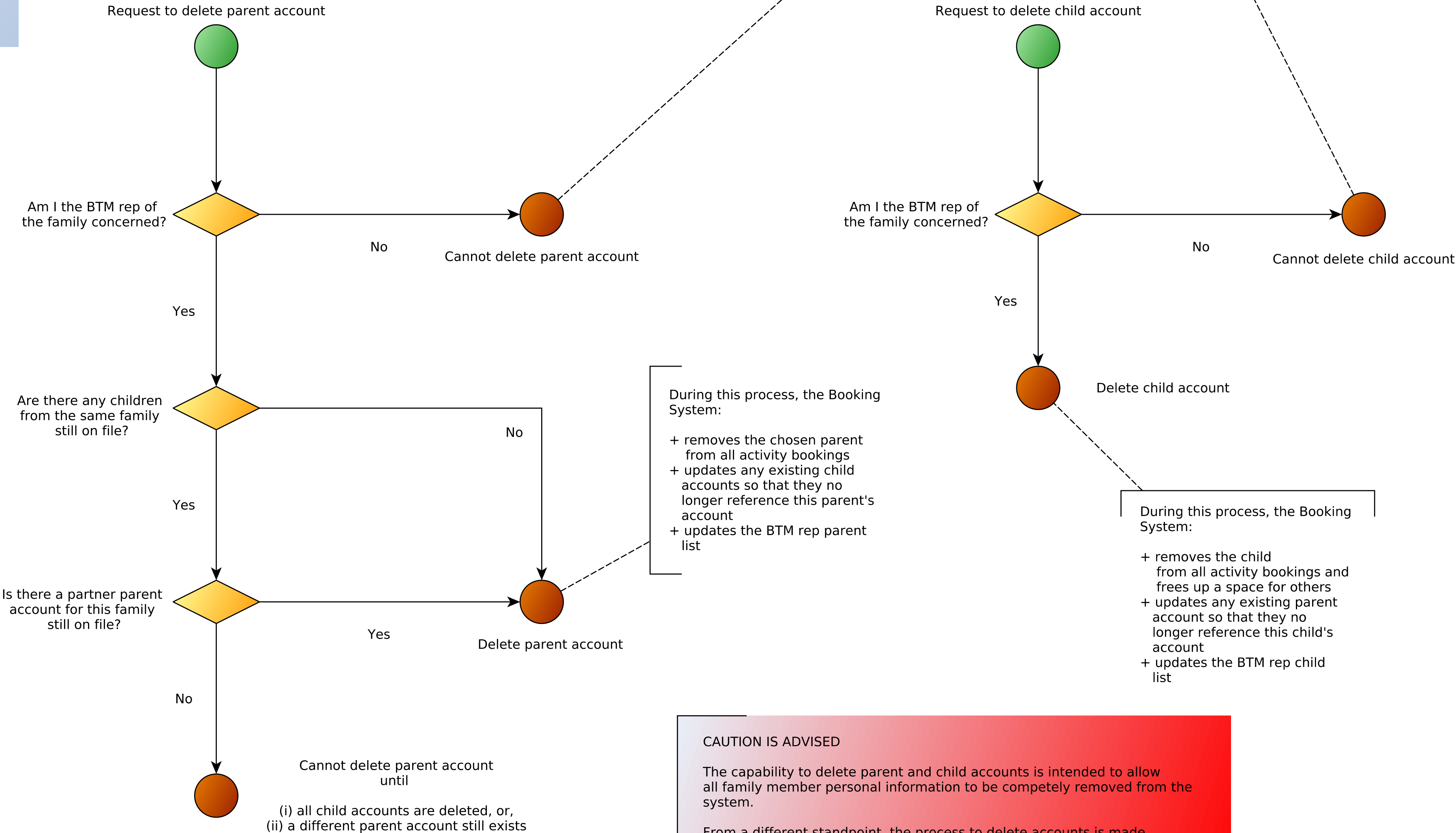
The following assumes that you have found the parent's record either by username or by selecting a parent record from a list of accounts.

At present, STAFF and ADMIN accounts cannot be deleted.

If another user with STAFF credentials wants/needs to delete a parent or child account, then an ADMIN user must first re-assign\* the BTM rep for the family to said STAFF user.

If another user with ADMIN credentials wants/needs to delete a parent or child account, then they can re-assign\* the BTM rep for the family to themselves and then proceed to delete the account(s) as shown.

\* Re-assigning BTM reps: please note that parents are not informed if they have been assigned a different STAFF or ADMIN user as their BTM rep. Parents will only know if there is a change by logging in to their account and requesting their BTM rep details.



## CAUTION IS ADVISED

The capability to delete parent and child accounts is intended to allow all family member personal information to be completely removed from the system.

From a different standpoint, the process to delete accounts is made deliberately cumbersome to make sure you really want to delete an account. Remember, deletion of accounts is irreversible.