**How to remove users from SharePoint**

how to remove users so they no longer appear in SharePoint. It should be used to troubleshoot Profile Property synchronization or mismatched ID issues only as advised by Microsoft Customer Support Services.

**Scenario 1: Someone is deleted from the Microsoft 365 admin center but still appears in SharePoint.**

When a user or guest browses to a SharePoint site, their user information is cached in the User Info list. When the user or guest is deleted, their related User Info information is not removed. Their profile still appears, which may cause confusion when people view the people picker.

**Scenario 2: Site User ID Mismatch.**

This issue most frequently occurs when a user is deleted, and the account is then re-created with the same username. The account in the Microsoft 365 admin center or Active Directory (in directory synchronization scenarios) is deleted and re-created with the same user principal name (UPN). The new account is created by using a different ID value. When the user tries to access a site collection or their OneDrive, the user has an incorrect ID. A second scenario involves directory synchronization with an Active Directory organizational unit (OU). If users have already signed into SharePoint, and then are moved to a different OU and resynced with SharePoint, they may experience this problem.

## Delete a user from the Microsoft 365 admin center

1. In the admin center, go to the **Users** > [Active users](https://go.microsoft.com/fwlink/p/?linkid=834822) page.
2. Select the names of the users that you want to delete, select the three dots (more actions), and then choose **Delete user**.

Although you deleted the user's account, **you're still paying for the license**. See the next procedure to stop paying for the license. Or, you can assign the license to another user. It won't be assigned to someone automatically.

### Stop paying for the license

Reducing the number of licenses is a separate step that can only be performed by the global admin or billing admin.

1. In the admin center, go to the **Billing** > [Your products](https://go.microsoft.com/fwlink/p/?linkid=842054) page.
2. On the **Products** tab, select the subscription that you want to remove licenses for.
3. On the subscription details page, select **Remove licenses**.
4. In the **Remove licenses** pane, under **New quantity**, in the **Total licenses** box, enter the total number of licenses that you want for this subscription. For example, if you have 100 licenses and you want to remove five of them, enter 95.
5. Select **Save**.

## Delete a guest from the Microsoft 365 admin center

1. Sign in to [https://admin.microsoft.com](https://admin.microsoft.com/) as a global or SharePoint admin. (If you see a message that you don't have permission to access the page, you don't have Microsoft 365 admin permissions in your organization.)
2. In the left pane, select **Users** > **Guest users**.
3. Select **Delete a user**.
4. Select the user, click **Select**, and then click **Delete**.

## Delete a guest by using the SharePoint Online Management Shell

1. [Install the SharePoint Online Management Shell](https://docs.microsoft.com/en-us/powershell/sharepoint/sharepoint-online/connect-sharepoint-online).
2. Connect to SharePoint as a [global admin or SharePoint admin](https://docs.microsoft.com/en-us/sharepoint/sharepoint-admin-role) in Microsoft 365. To learn how, see [Getting started with SharePoint Online Management Shell](https://docs.microsoft.com/en-us/powershell/sharepoint/sharepoint-online/connect-sharepoint-online).
3. Run the following command:

PowerShellCopy

Connect-SPOService -Url https://fabrikam-admin.sharepoint.com -Credential $cred

1. Remove the guest from each site collection by using the following command:

$ExtUser = Get-SPOExternalUser -filter jondoe@fabrikam.com

Enter the following command:

Remove-SPOExternalUser -UniqueIDs @($ExtUser.UniqueId)

## Remove people from the UserInfo list

The preceding steps removed access to Microsoft 365 and SharePoint. However, the user or guest still appears in people searches and, in the SharePoint, Online Management Shell when you use the Get-SPOUser cmdlet. To completely remove people from SharePoint, you must remove them from the UserInfo list. There are two ways to do this:

### Site by site in SharePoint

You'll have to browse to each site collection that the user or guest visited, and then follow these steps:

**Note**

This option is available only if the user previously browsed to the site collection. They won't be listed if they were granted access but never visited the site.

1. Browse to the site and edit the URL by adding the following string to the end of it: **/\_layouts/15/people.aspx?MembershipGroupId=0**

For example, the full URL will resemble the following: [**https://fabrikam.sharepoint.com/\_layouts/15/people.aspx/membershipGroupId=0**](https://fabrikam.sharepoint.com/_layouts/15/people.aspx/membershipGroupId=0)

1. Select the person from the list, and then on the **Actions** menu, select **Delete Users from Site Collection**.

### Using the SharePoint Online Management Shell

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3. Run the following command:

Remove-SPOUser -Site https://fabrikam.sharepoint.com -LoginName jondoe@fabrikam.com