Step-by-Step Instructions for Disabling State User Accounts

1. ▲ An automatic integration is in place that sends disabled user information for OAKS into Ohio Buys. On the occasion that contractor information needs to be disabled, the steps within this job aid should be followed.
▲ A disabled user will still have access to Ohio Buys via single sign-on if their account has not been disabled in IDM as part of the offboarding process.

Log in to Ohio Buys. Click on the Admin header from the Main-Menu Navigation Bar and select Browse Users from the associated drop-down menu.

2. Enter the last name of the user in the Keywords field and then click Search.

3. From the search results, click on the Status drop-down menu for the user you would like to disable and select Disabled.

4. Click OK to confirm the change in user status.

▲ When you disable a state user account, the user will no longer be able to log in to Ohio Buys, but their account will still exist. This means you are able to reactivate their account at a later date by searching for their account on the Browse Users page and changing their Status to Validated.
▲ As a best practice, you should not change a user’s Status to Deleted as this will completely remove any record of the user’s data from Ohio Buys (e.g., orders related to the user).

If you have questions or need additional assistance, please contact Ohio Shared Services Contact Center via email (ohiosharedservices@ohio.gov) or phone (877-644-6771).