

Deleting a user from Corporate Online

A guide for Corporate Online Administrators



Please note only a Super Administrator (Principal) can delete a user

Step 1 – Select the **Administration** application from the left hand menu, followed by **Users** under the Manage heading within Administration.

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Manage users
List of users ?
View the list of fully authorised users for the organisation, perform a search for a specific user to amend or delete it, or create a new user at any time. Help

Search criteria
Search by: ☒ User surname mclean
☐ User given name/s dylan
☐ User customer number
OR
☐ Display all users
Update list

Results 1 to 1 of 1

User name (surname, given name/s)	Customer no.
<input checked="" type="radio"/> McLean, Dylan	40000012

Delete user **Amend user** **Create user** **User security** **Token security**
User reports
[Contact us](#)

Step 2 – Search for the user to be deleted by entering their **Surname** or **8 digit customer number** and then click the **Update list** button.

Step 3 – Select the user (by clicking in the circle beside their name) and then click the **Delete user** button.

Message from webpage X
? Are you sure you wish to delete this user? If you click OK, a 'Delete user' task will be submitted for authorisation.
OK **Cancel**

Step 4 – Corporate Online asks you to confirm your action. Click the **OK** button.

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Pending tasks
Tasks not completed ?
To view or action an administrative task, select the type of task and click 'Go'. Help

Search
Choose the type of task: -- Choose -- Go
[Contact us](#)

✓ Corporate Online displays the Pending tasks – Tasks not completed screen.

Deleting a user from Corporate Online (continued)

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Step 5 – Select **Authorise** from the left hand menu.

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- Pending tasks
- Task history
- Authorise**

Authorise

Tasks requiring authorisation

To view or authorise an administrative task, select the type of task and click 'Go'.

Search

Choose the type of task: -- Choose -- **Go**

[Contact us](#)

Step 6 – Select Users from the **Choose type of task** list and click the **Go** button.

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Main menu

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- Authorise**

Authorise

Tasks requiring authorisation

To view or authorise an administrative task, select the type of task and click 'Go'.

Search

Choose the type of task: Users **Go**

Search criteria

Search by: ☒ User surname mclean

☐ User given name/s dylan

☐ User customer number

OR

☐ Display all user tasks

Update list

Results

1 to 1 of 1

User name (surname, given name/s)	Customer no.	Task type	Sub-tasks	Status
<input checked="" type="radio"/> McLean, Dylan	40000012	Delete	1	Unauthorised

Review before authorising

[Contact us](#)

Sign out

Step 7 – Search for the user to be deleted by entering their **Surname** or **User customer number** and then clicking the **Update list** button.

Step 8 – **Select the user** (by clicking in the circle beside their name) and then click the **Review before authorising** button.

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Authorise task

Delete user

?

Help

Click 'Authorise sub-task' to approve this task if all details are correct or 'Reject sub-task' if any of the details are incorrect. The task will need to be amended before being re-submitted for authorisation. Click 'Skip sub-task' to move on without actioning the current task.

Details

Customer number: 40000012

Title: Mr

User given name/s: Dylan

User surname: McLean

Work email:

Work phone: 02 12345678

Fax:

Mobile:

Primary office for mailing: Office 1

Session timeout period: 10 minutes

Hours of availability: 24 hour, 7 days a week access

User expiry:

Personal address: Level 29, 275 Kent Street

Sydney NSW 2000

Australia

Date of birth: 23 September 1975

Audit information

Status: Unauthorised

Created by: J Smith

Date / time: 21 January 2014 09:40 AEDT

[View detailed audit information](#)

Go to authorisation list

Skip sub-task

Reject sub-task

Authorise sub-task

Contact us

Step 9 – Confirm the details of the user to be deleted then click the **Authorise sub-task** button.

For any issues or enquiries, please call the Help Desk on 1300 134 291 (option 1, option 4) between the hours of 8:00 a.m. and 8:00p.m (AEST).