

Step 1: Log into your Administrative account at [NHANOW.com](https://nhanow.com)

Login / Account ▾

Step 2: If you have permission through your NHA account to add or remove a user, select the **Manage Users** link under **Staff** on the left-hand side

STAFF
Manage Users

Step 3: Locate the user you want to remove and select the **wrench** icon to the right of their name

**Note: You will only see those who have Instructor-level or lower access on this list. Anyone with Director-status can add/remove users and they will not be visible to you here.*

CMAA, CPT, CBCS, CET, CEHRS, ExCPT, CPCT-A, CCMA
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Step 4: Select the Institutions tab at the top of the screen

Dashboard Notes **Institutions** Edit Profile



Step 5: You should see a **wrench** next to the certifications visible to this user. Select this icon

Exam Types Actions
CCMA, CMAA, CEHRS, CPT, ExCPT, CBCS, CPCT-A, CET

Step 6: Deselect all certifications from this user and press save

Exam Types		
<input type="checkbox"/>	Name	Testing Method
<input checked="" type="checkbox"/>	Certified Electronic Health ...	CEHRS paper/online
<input checked="" type="checkbox"/>	Certified Phlebotomy Tech...	CPT paper/online
<input checked="" type="checkbox"/>	ExCPT Pharmacy Technician	ExCPT third_party
<input checked="" type="checkbox"/>	Certified Billing and Codin...	CBCS paper/online
<input checked="" type="checkbox"/>	Certified EKG Technician	CET paper/online
<input checked="" type="checkbox"/>	Certified Patient Care Tech...	CPCT-A paper/online
<input checked="" type="checkbox"/>	Certified Clinical Medical A...	CCMA paper/online
		<input type="button" value="Save"/> <input type="button" value="Cancel"/>

Step 7: Press the **Red X** next to the wrench

Actions
 

Step 8: Confirm your intention to remove the user from access to your administrative account by pressing **Yes** which will remove the user from access to your account

Confirm Removal
Are you sure you want to remove this user from that institution?