KB0394357 - How do I delete a user from my account?

**Symptom**

How do I delete a user from my account?

**Resolution**

To delete a user on your account, you must follow the below steps:

1. Sign in to the [Ariba Network](https://supplier.ariba.com/) as the account administrator.
2. In the upper-right corner, click **[user initials]**> **Settings**>**Users**.
3. Click **Manage Users**.
4. To the right of the user, click **Actions > Delete**.
5. The following error will occur if the Retention Period is not configured yet in the account
	* "No retention period has been configured for this user. Add a retention period for this user in the Manage User Deletion tab and try again."
6. Click **Manage User Deletion**.
7. Click on **Update Retention Period >**Enter a retention period between 1 and 999 in the **Retention period in months** box, click on **Save**.
	* The data of all revoked users in your organization will be retained for a period that you configure here.
8. Repeat the steps 3 & 4 above.
9. On the **Confirm Deletion** message, click **OK**.

**Additional Information**

Before you delete the user, confirm that there are no active Ariba Sourcing events linked to that user.

A new feature released on Feb 18, 2202 (**REGAN-5265**) requires configuring Retention Period when deleting a sub-user from Ariba Network.

[Configuring **retention** **period** and managing deletion of revoked users in Ariba Network](https://helpcenter.ariba.com/index.html?sap-language=en#/item&/i/201588)

KB0409270 - Configuring retention period and managing deletion of revoked users in Ariba Network

**Feature ID**

REGAN-5265

**Feature Description**

Ariba Network users can request the administrator of their account to remove their personal information from the system. This is called a revocation request. If the request is approved, users cannot log in to Ariba Network any longer, and their personal information is no longer visible to other users.

Now, Ariba Network provides a new feature by which administrators can configure a retention period for the user data of all the revoked users in their organization. The data of revoked users is automatically removed from Ariba Network after this retention period is reached. Administrators must have configured the retention period before accepting or rejecting any revocation request. If the retention period for an organization is not configured, Ariba Network prompts administrators to configure the retention period before they can act on a revocation request. Administrators can change the retention period at any time before the previously configured retention period is reached. The newly configured retention period takes effect immediately. The retention period must be configured in months and must be between 1 and 999 months.

**Customer Problem**

The data of revoked or deleted users would stay in the system until the customer requested for permanent deletion of such user's data, which could retain personally identifiable information (PII) for longer than required.

**Customer Value Proposition**

This feature will ensure that personally identifiable information (PII) of a blocked or revoked user does not exist in the system for more time than required. Deletion of such users will be automatic based on customer's defined retention period. Therefore, it will save customers' time and effort to delete such PII and avoid retaining PII longer than necessary.

**Release Guide**

<https://help.sap.com/docs/SAP_Ariba/978b7e36451a4c2c85321a3ef6f3a7e5/50695b075da94eafa7c5c21c34d1c492.html?locale=en-US&state=PRODUCTION&version=cloud>

REGAN-5265: Configuring Retention Period and Managing Deletion of Revoked Users in SAP Business Network

**Description**

SAP Business Network users can request the administrator of their account to remove their personal information from the system. This is called a revocation request. If the request is approved, users cannot log in to SAP Business Network any longer, and their personal information is no longer visible to other users.

Now, SAP Business Network provides a new feature by which administrators can configure a retention period for the user data of all the revoked users in their organization. The data of revoked users is automatically removed from SAP Business Network after this retention period is reached. In the meantime, administrators can view the list of revoked users in the **Revoked Users** tab. Administrators must have configured the retention period before accepting or rejecting any revocation request. If the retention period for an organization is not configured, SAP Business Network prompts administrators to configure the retention period before they can act on a revocation request. Administrators can change the retention period at any time before the previously configured retention period is reached. The newly configured retention period takes effect immediately. The retention period must be configured in months, and must be between 1 and 999 months.

**Note**

* Only users with non-administrator roles can request revocation of their access from SAP Business Network. Administrators cannot raise a revocation request. If administrators want to request revocation of their access from SAP Business Network, they must transfer their administrator role to another user. For more information, see <https://help.sap.com/viewer/5c0bdb0caa3042a288b3a1fb83b2fb1e/cloud/en-US/dd810f7cf01810148853c891d24be386.html>.
* Transaction documents such as purchase orders and invoices created by users before they were revoked will remain unchanged in SAP Business Network even after revocation and subsequent permanent deletion of such users.

**Buyer User Interface Changes**

A new tab titled **Manage User Deletion** is added in the SAP Business Network user interface for buyers and suppliers.

**User Tasks**

[Configuring Retention Period for Revoked Users in Your Organization](https://help.sap.com/docs/ariba/911046c05f35456b9c5ac7ba3266cc8a/fbff976e4e7a4e11a78e0aeebba2605e.html?locale=en-US&state=PRODUCTION&version=cloud)

# Configuring Retention Period for Revoked Users in Your Organization

As an administrator, you can configure the retention period of user data for revoked users in your organization.

## Procedure

1. Log in to your SAP Business Network buyer account.
2. Click **Account Settings**  **Settings**  **Users**.
3. Click **Manage User Deletion**.
4. Enter a retention period between 1 and 999 in the **Retention period in months** box.

The data of all revoked users in your organization will be retained for a period that you configure here.

1. Click **Save**.
	* After the retention period is over, user data will be deleted permanently from SAP Business Network.
	* You cannot act upon a revocation request unless you configure the retention period first.
	* Revoked users' data is available for you to view for purposes such as regulatory audits.
	* All the data of an organization (including users' data - both revoked as well as deleted) is deleted when an organization is permanently deleted.