



# HOW TO DELETE A USER AND REASSIGN UNITS

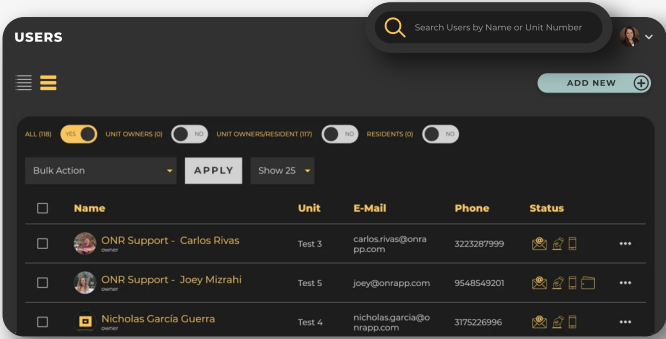
**PLEASE NOTE:** If a user has a unit assigned to them, the system will not allow you to delete the user. To delete a user, you **must first reassign all unit(s) assigned to them.** This ensures the system will permit you to delete the user.



## DELETE A USER

**1** Click on the buildings icon in the left column and select “USERS”.

**2** Use the search bar to **find the user** you wish to delete.

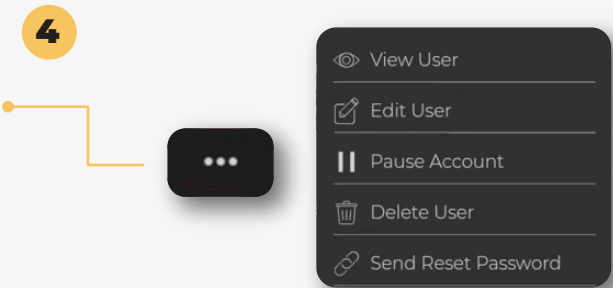


Name	Unit	E-Mail	Phone	Status
George Washington	N/A	firstpresident@onrapp.com	1111111	

**3** Confirm that the user has no units assigned to them by checking the “Unit” column; it should display “N/A”. This means the user has no units assigned, and you may **proceed with the deletion.**

Once you locate the user, **click on the three dots** on the right-hand side of the screen for that user, then select **“Delete User”**.

**SUCCESS!**  
The user has been successfully deleted.

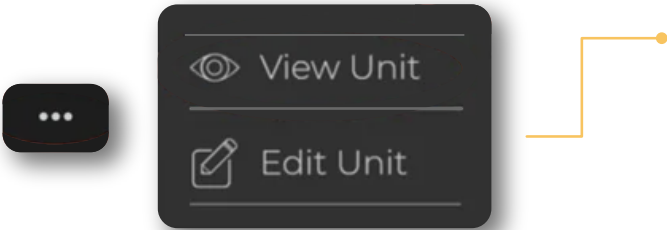
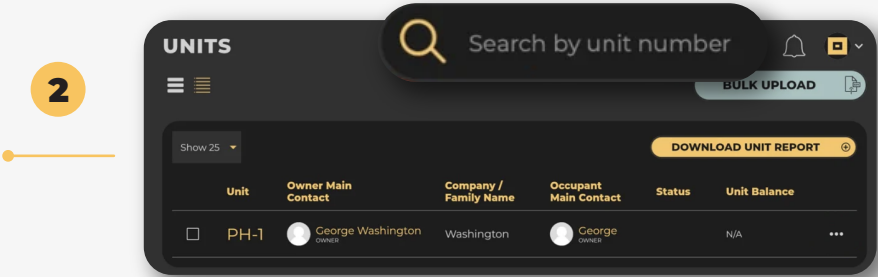


## HOW TO REASSIGN UNITS

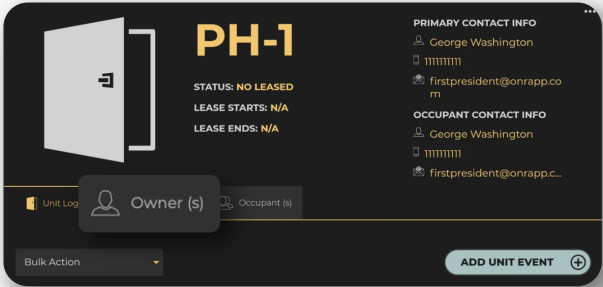


**1** Click on the buildings icon in the left column and select **“UNITS.”**

Enter the **unit you wish to reassign** the owner for in the search bar.



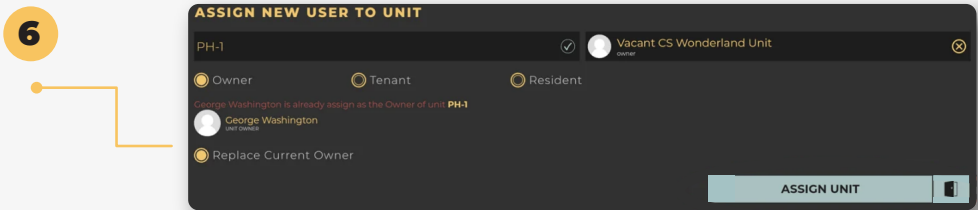
**3** Once you locate the unit, click on the **three dots icon** to the right of their name, and a menu will appear. Select **“VIEW UNIT”**.



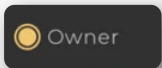
4 On the next screen, **click on the “Owner(s)” tab.**



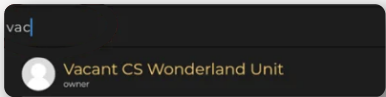
5 Find and select **“ASSIGN NEW USER.”**



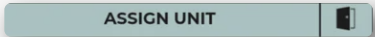
6



On the next screen, choose **“OWNER”** and the system will prompt you to confirm the reassignment.



Begin typing **the name of the new Owner** (ensure you have already added the new owner as a user).



Click **“ASSIGN UNIT”**

**NOTE:** If the unit is vacant, ONR Support has created an account called **“Vacant Unit”** specifically for you to assign these units without registered users. Simply search for **“Vacant,”** and that profile will be available for you to select.

**SUCCESS!**  
The unit has been reassigned.

If you have any problems or need additional assistance, don't hesitate to reach out to our dedicated support team at [support@onrapp.com](mailto:support@onrapp.com)