How to restore and upgrade/downgrade a deleted user

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TimeDock lets you restore deleted/archived users, as long as they belong to your TimeDock account, and haven't been permanently deleted by an administrator.

To restore a user, simply add a new user record using the same login email as the deleted user.

> **Note:** If the *Login Email* field displays a red *X* that means either an *active user* within your account already uses that email address, or the email address is used by a user in another TimeDock account. Please contact TimeDock support if you require assistance.

Upgrading/downgrading a user role

To move a user between the roles of *account user* and *mobile user*, delete the user record, and add a new *account user* record or *mobile user* using the same login email as the deleted user. Using the same login email will restore the deleted user as the new user role that you've selected.

See also

- Adding users and devices