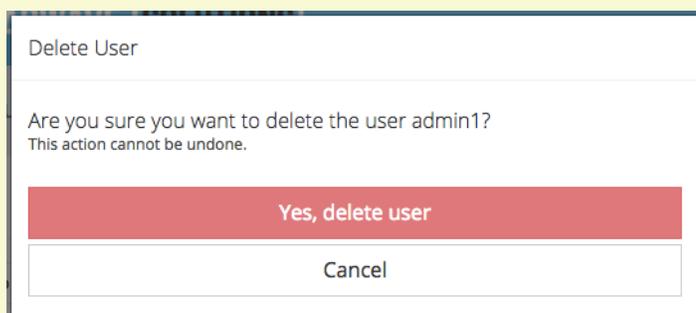# Keeping It Clean
Removing and Pruning Devices

To keep your SwiftConnect™ Device Manager interface and your WiFi network tidy, remove devices that have been deleted by users or are abusing the service.

REMOVING USERS & DEVICES

There are multiple reasons you may want to remove a user from the network, such as bandwidth hogging, illegal downloading, or failure to provide payment.

To delete a user, go to your **Manage Users** section and scroll to the account you want to remove or search for it in the blank space under User/Info. Click on the blue **Active button** on the right to bring down the dropdown menu. Click on **Delete User**. A window will pop up asking you to confirm or cancel your selection.
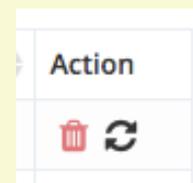
Delete User

Are you sure you want to delete the user admin1?
This action cannot be undone.

Yes, delete user

Cancel

LIMITING ACCCESS

If you would like to simply remove a user's access to their account, **change the email address associated with the account** back to the generic one you created when the account was initially set up or to the personal email of the new user who will now be associated with that account. Afterwards, **send a Change Password command for the account**. This will reset access to the account, allowing you to set it up for a different user without having to completely recreate it.

DELETING DEVICES

You may also need to remove access to devices on with a removed/reset user account. To remove these devices , click on **List Devices** in the left-hand menu of your Device Manager. In the search box, type the username for the account. This brings up all devices registered under that username. Click the **red trash can icon** to the right of the device to delete it from the network. If you have reassigned the account to a new user, they will have the ability to remove old devices from the account once they log in.

Action

PRUNING

Devices that have been removed from the network will remain in the SwiftConnect™ Device Manager system despite no longer having access to the WiFi. To clean out devices that have been deleted by either you, management staff or the users themselves, go to **List Devices**, scroll to the bottom and click on the red **Prune Devices button**.

🗑 Prune devices