GENESYS™

Performance DNA Administrator Guide

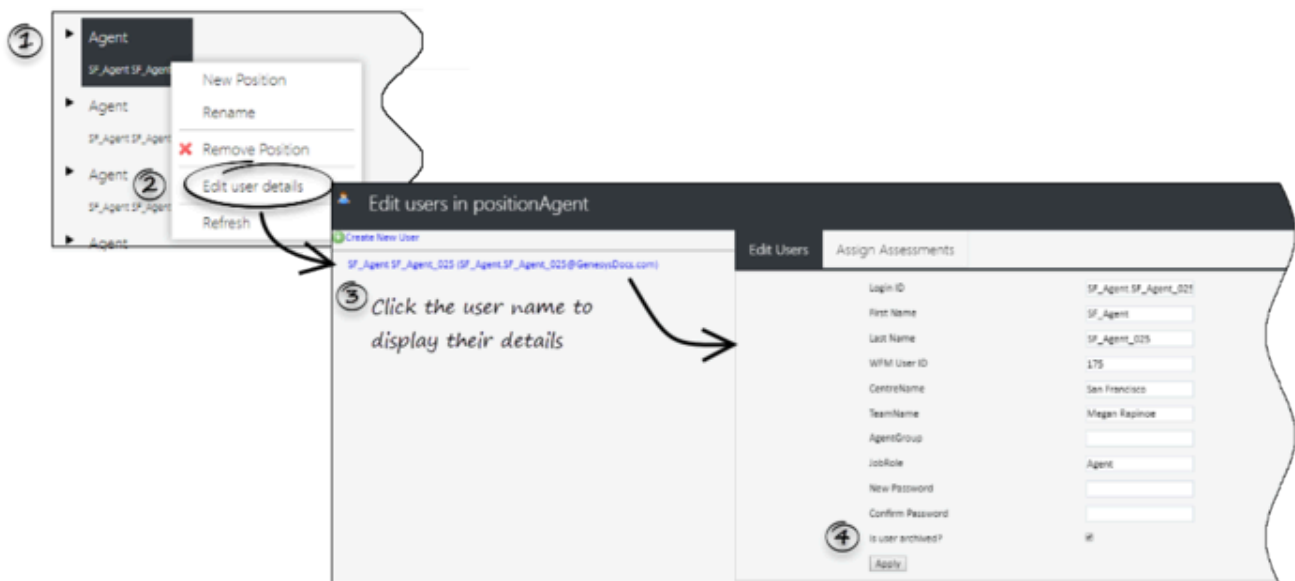Archiving and Forgetting Users

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Contents

Archiving and Forgetting Users

Performance DNA allows you to archive and forget users that no longer use the system. You can do this from the **Users & Hierarchy** page.

How to archive a user?

To archive a user:

- Open the **Users & Hierarchy** page, navigate to the user name you want to archive, and edit the user details.

- On the **Edit users** page, click the user name to display their details and then select the **Is user archived?** check box. Clicking **Apply** will archive the user and move the user to the **Archived users** list on the hierarchy page.

Important

If you want to restore a user from the archived list, navigate to **Archived users** > **Edit user details**, click the user name and clear the **Is user archived?** check box. You can find the restored user in the **Unassigned users** list.

How to forget a user?

You can forget an archived user either manually or automatically by turning on the Forget archived user event in System Settings.

Forgetting a user manually

You can manually forget a user either by editing the user details from the **Archived users** list or while you are archiving a user.

To forget a user, click **Forget User** button from the **Edit user details** page. Once the user is forgotten, all their personally identifiable fields will be updated with random or anonymous data.