### How to delete an ILLiad Patron account?

**Last updated:** Thu, 09 Jun 2022 15:26:59 GMT

#### Symptom

- How to remove unused patron accounts from the database.

#### Applies to

- ILLiad

#### Resolution

If a patron does not have any requests, the patron account can be deleted using the [ILLiad Database Manager](https://help.oclc.org/Resource_Sharing/ILLiad/Troubleshooting/How_to_delete_an_ILLiad_Patron_account).

Here are the steps to take to delete the account.

1. **Download the ILLiad Database Manager if it is not already installed.**
   
   1. If using 9..1.x.x, here is the [9.1.x.x Database Manager (.exe)](https://help.oclc.org/Resource_Sharing/ILLiad/Troubleshooting/How_to_delete_an_ILLiad_Patron_account).
   
   2. If using 9.2.x.x, here is the [9.2.x.x Database Manager (exe)](https://help.oclc.org/Resource_Sharing/ILLiad/Troubleshooting/How_to_delete_an_ILLiad_Patron_account).

2. **After opening the ILLiad Database Manager, go to the Patrons tab.**

3. **Make sure the box for "Only delete patron if Expiration Date has passed" is deselected.** If you are deleting multiple patrons, then you might want to keep it selected.

4. **Search for the patron by Username.**

5. **The Name should be showing down at the bottom of the screen.**

6. **Click on the button on the right side for "Delete Displayed Patrons."**

The process will then delete the patron.

If the patron has requests associated with them, then [Break the User Link in the ILLiad Database](https://help.oclc.org/Resource_Sharing/ILLiad/Troubleshooting/How_to_delete_an_ILLiad_Patron_account) first.

After this process is complete, the patron can be deleted using the above steps.

If hosted by OCLC, please contact [OCLC Support](https://help.oclc.org/Resource_Sharing/ILLiad/Troubleshooting/How_to_delete_an_ILLiad_Patron_account) for any questions about the process.