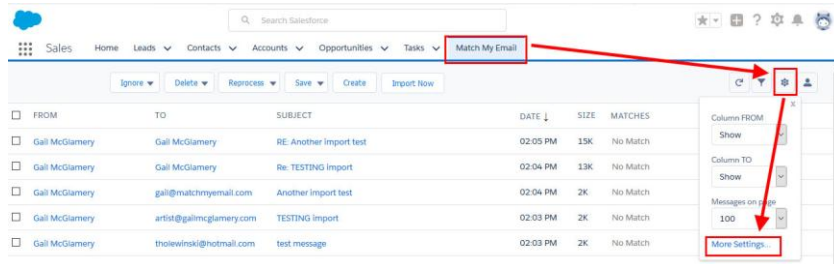# Match My Email   Managing Users in Office 365 Global Admin Account
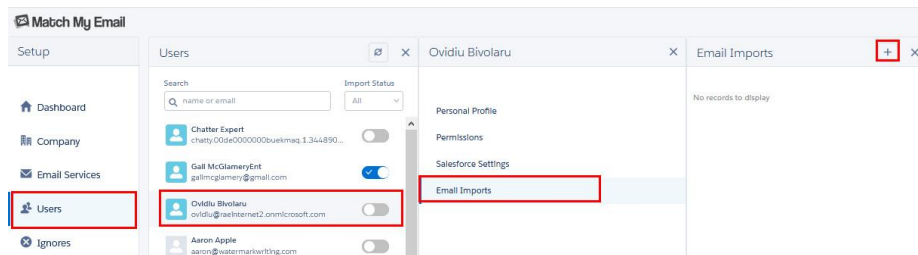
Activating Users

The Match My Email Cloud Admin can activate any Salesforce User to the Match My Email account by following these steps. These assume a service connection exists to Office 365 using a Global Admin role.
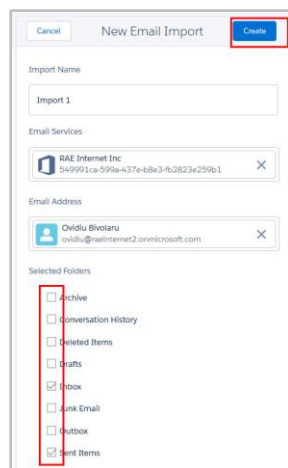
1. In Salesforce, the Cloud Admin clicks on the Match My Email tab to open the interface. At top right, click the Settings icon and then More Settings

2. In left menu, click Users. From list of Users pulled from Salesforce, click on the User to be added. To the right, choose Email Imports, then click the + button to add a new import.

3. To the right, the details for the import will show. The email service as connection to Office365, the User's account as the email address for connection and the folder options below. Automatically selected are Inbox and Sent Items, but these can be modified at this time. Click Create at top.
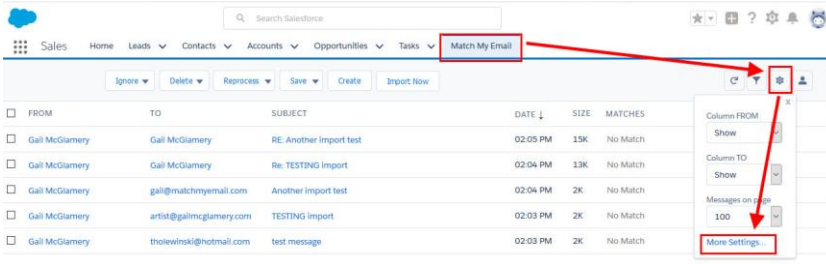

Within 20 minutes, Match My Email will begin to import and match for this user. The user can then login to Match My Email by clicking the tab in Salesforce menu to view their portion of the Email Cloud.
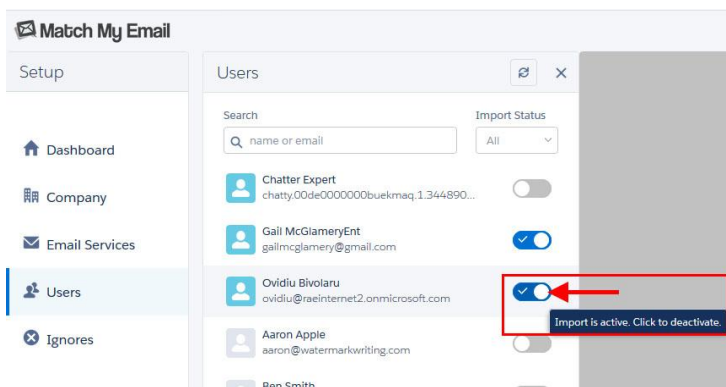
Deactivating Users

If an employee leaves your company, or if an employee will no longer be using Match My Email, it is necessary to deactivate them so you will no longer be paying for their seat. Please know that the employee's emails matched into Salesforce WILL REMAIN in Salesforce. However, all emails in the Match My Email cloud, matched or with No Match status will be deleted. Thus, please review No Match status messages for this User for manual matching or creating new Leads/Contacts prior to deleting User.

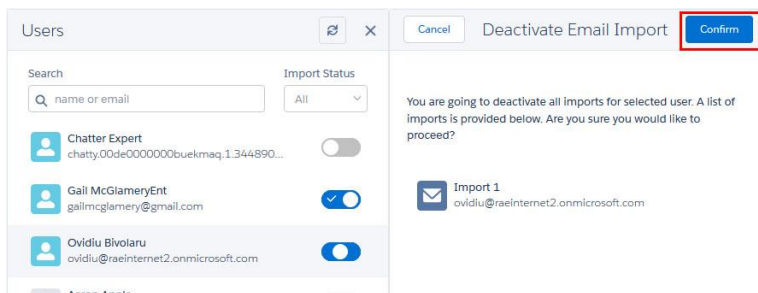To deactivate someone as a User from a Match My Email account:

1. In Salesforce, the Cloud Admin clicks on the Match My Email tab to open the interface. At top right, click the Settings icon and then More Settings. A new browser tab will open for account management.

2. On the left sidebar, click Users. In the list of Users, find the one to deactivate in Match My Email and click on the toggle as indicated in screenshot.

3. In window to right, click Confirm at top to deactivate User and all imports.

For assistance or for questions, reach out to support@matchmyemail.com.