



AirTeraSM
Version 1
August 19, 2026

AirTeraSM
Amazon - IDMS

User Guide:
How to Deactivate Someone User Guide

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AirTera.com

Security.
Safety.
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Objective

Learn how to deactivate individuals in the IDMS system. This guide covers both cases where a person has a badge and where they do not. Key steps include confirming deactivation, handling badge statuses such as not returned, lost, stolen, or destroyed, and updating records accordingly.

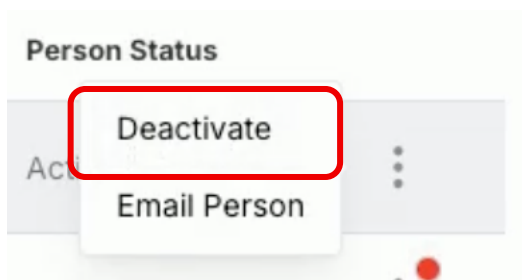
Process Overview

Log into AirTera IDMS Platform

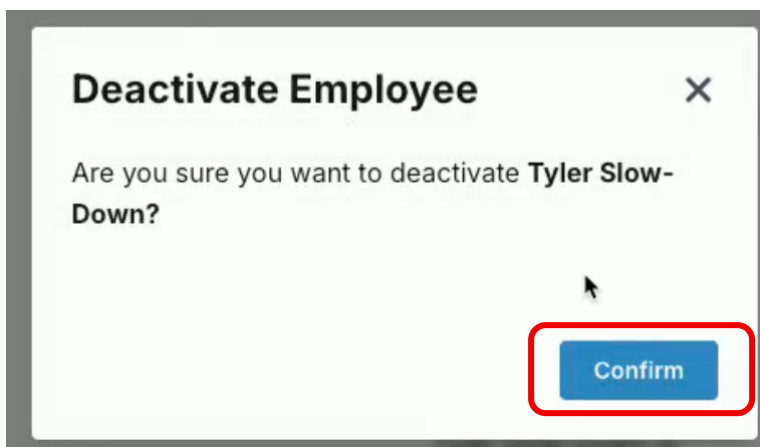
1. [Navigate to app.services.airtera.com](https://app.services.airtera.com)

Locate Person to Deactivate

2. Navigate to the workforce directory
3. For non-badge holders
 - a. Click the actions menu
 - b. Select 'deactivate'

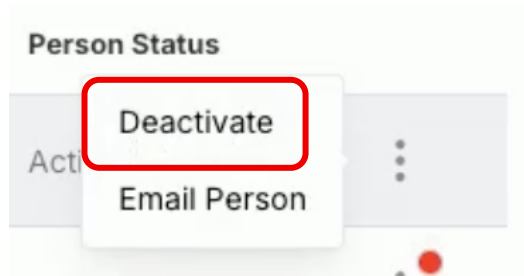


- c. Click 'Confirm'

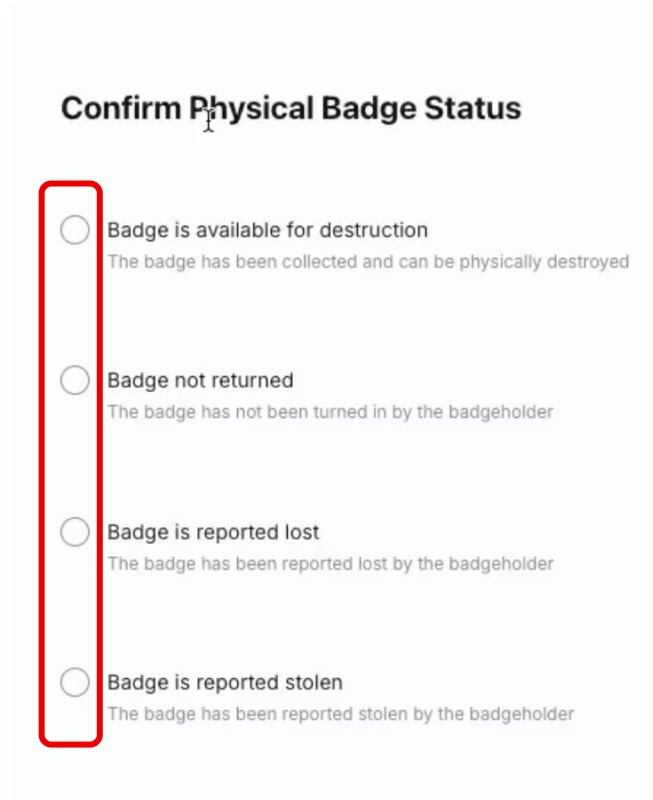


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- d. The person is now deactivated
- e. Outstanding applications are now cancelled
- 4. For badge holders
 - a. Click the actions menu
 - b. Select 'deactivate'



- c. Confirm badge status

A screenshot of a web form titled 'Confirm Physical Badge Status'. The form contains four radio button options, each with a sub-description. The first option, 'Badge is available for destruction', is highlighted with a red rectangular border. The options are:

- ☐ **Badge is available for destruction**
The badge has been collected and can be physically destroyed
- ☐ **Badge not returned**
The badge has not been turned in by the badgeholder
- ☐ **Badge is reported lost**
The badge has been reported lost by the badgeholder
- ☐ **Badge is reported stolen**
The badge has been reported stolen by the badgeholder

- i. Follow applicable guide to complete process based on selection for all **EXCEPT** available to be destroyed
- d. Scan serial number



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- e. Check box to attest badge has been destroyed
 - f. Click 'Confirm'
- 5. The person is now deactivated
- 6. The person's badge is now marked as destroyed
- 7. Trainings are canceled

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