



## How to Close an Account

The following is a description of how to close an account on the Cryptomathic portal. There is no cost to having an account on the Cryptomathic portal. If you wish to unsubscribe from the BYOK service, see the "How to unsubscribe" section.

When an account is closed, all subscriptions are cancelled, and all keys and keystores are deleted from the BYOK service. The keys that have been created in AWS KMS will *not* be deleted and can still be used, but will no longer be managed via the Cryptomathic BYOK service. All users of the account will lose access to the Cryptomathic portal.

An account can only be closed by the owner of that account.

To close the account, follow these steps:

1. The owner of the account logs in to the Cryptomathic portal.
2. Access the account settings by clicking your initials in the top right corner and select "Account settings".
3. Scroll to the bottom of the page to find the "Delete" section.
4. Enter the email address of the owner account.
5. Click "Delete my account".

When the account is deleted, the user is redirected to the login page.