

Add/disable a Zedmed Cloud user

Version: 1.00 | Last Modified on 09/10/2025 1:28 pm AEDT

This form is for Zedmed Cloud customers to request the addition and/or disabling of a user's Zedmed access.

Zedmed Cloud request for: **Add/disable Zedmed user**

Please be aware:

- Requests are processed within one business day.
- Requests must be submitted by a practice manager (or equivalent).
- Any licensing updates will be applied to your subscription upon receipt of the form.
- To avoid delays, please complete all fields for each user.

If this request is for a practitioner

- A new practitioner must first be set up in Doctor Details with a Dr Code.
- A new practitioner's banking, fees, scheduling, and Online Appointments (OLA) may need to be set up.
- A departing practitioner's outstanding results, appointments and payments need to be managed correctly.

For the steps performed by the practice, see the [Add a new doctor guide](#) or [Disable a doctor guide](#).
