Disable and Enable User Accounts

You can disable an account when the account holder's access to the system is temporarily restricted. Depending on your program and organization's policies these criteria will vary.

Only an authorized user can re-enable a previously disabled user account.

1. From Setup, select Users.

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	Cesting Reports Support		
	SETUP	TESTING	REPORTS
	SETUP	TESTING	REPORTS
	2 mar		
	Select an action 🔹	Select an action 👻	Select an action
* Program Inform			Contact
	Organizations Users		Email Customer Support:
	Work Requests Orders & Shipment Tracking		demo@support.pearson.com
	TestNav Configurations		Call Customer Support:

2. Type the user's name into the search field, and click Search.

Users									
El Tasks 0 Selected				Users 0 Selected C	lear				
Select Tasks		• Start	-	Manage					•
			_						
Find Users									
jones	Q Search	•							
Filters Clear Hide	1 Results						Di	splaying 25 ¢	Manage Columns -
Restrict to selected organization									
First Name	Username*	First Name*	Last Name*	Email*	Disable Date	Disable Reason	Delete Date	Active End Date	Active Begin Date
Starts with	james.jones@email.com ()	James	Jones	James.jones@email.com					
Username									
Otente sudda					4				

3. Click the checkbox next to the student.

Find Users										
jones		Q Search	•							
Filters Bestrict to selected organization	Clear Hide	1 Results						Di	isplaying 25 \$	Manage Columns -
First Name		Username*	First Name*	Last Name*	Email*	Disable Date	Disable Reason	Delete Date	Active End Date	Active Begin Date
Starts with		james.jones@email.com 0	James	Jones	James.jones@email.com					

4. Click Select Task, select Create / Edit Users, and click Start.

Users									
Tasks 1 Selected		Users 1 Selected Clear							
Select Tasks		• Start	-	Manage					•
Create / Edit Users Reset Passwords Delete / Restore Users Jones									
Filters Clear Hide	1 Results						Di	splaying 25 \$	Manage Columns -
First Name	Username*		Last Name*	Email* James.jones@email.com	Disable Date	Disable Reason	Delete Date	Active End Date	Active Begin Date
Starts with	y james.jones@email.com	James	501105	sames.junes@email.com					

5. Select Disabled under Account Disable Reason to change the account status.

USERS (1)	DETAILS	
Create Users james.jones@email.com	james.jones@email.com	Save Reset
	Selected Organizations* Selected Roles* Selected Roles* Selected Roles* Selected Roles* Selected Roles* Selected Roles* Selected Roles* Selected Roles* Selected Roles* Selected Roles* Selected Roles* Selected Roles* Selected Roles* Selected Roles* Selected Roles* Selected Roles* Selected Roles* Selected Roles* Selected Role* Selected Rol	Show Laser Details Show Audit Trail
	Save Reset	

6. Type a reason under Account Disable Reason.

Create Users james.jones@email.com	james.jones@email.com			Save Reset
james.jones@email.com				O Show User Details
	Selected Organizations*			O Show Audit Trail
	× DEMO DISTRICT 1 (010000)			
	Selected Roles*			
	× 11 - Proctor			
	Account			
	Disabled \$			
	Account Disable Date			
	08/06/2018	_		
	Account Disable Reason*			
	not needed			
	First Name*	Active Begin Date		
	James		m	
		Active End Date		
	Last Name*		±	
	Jones	Delete Date		
	Email*		 	
	James.jones@email.com			
	Username*			
	james.jones@email.com			
	* Required			
	Save Reset			

7. Click Save.

USERS (1)	DETAILS	
Create Users	james.jones@email.com	Save Reset
james.jones@email.com	Selected Organizations* >> DEMO DISTRICT 1 (010000)	O Show User Detail O Show Audit Trail
	Selected Roles* x 11 - Proctor	
	Account Disabled \$	
	Account Disable Reason*	
	First Name* Active Begin Date	
	James Active End Date	
	Last Name* Dones Delete Date	
	Email*	
	James.jones@email.com	
	Username* james.jones@email.com	
	* Required	
	Save	

Effects

After you disable a user account, that user cannot log in to the system.

What's Next?

After you disable user accounts, you can:

- 1. From Setup, select Users.
- 2. Select Disabled from the Account Status filter and view disabled user accounts.
 a. To re-enable an account, click the checkbox next to the user account.

Users										
Tasks 0 Selected					Users 1 Selected C	sar				
Select Tasks		-	Start		Manage					-
Find Users										
jones		Q Search 👻								
Filters Bestrict to selected organization	Clear Hide	1 Results						Dis	splaying 25 \$	Manage Columns -
First Name		Username*	First Name*	Last Name*	Email*	Disable Date	Disable Reason	Delete Date	Active End Date	Active Begin Date
Starts with		🍙 james.jones@email.com 🕄 ⊘	James	Jones	James.jones@email.com	08/06/2018	not needed			
Username										
Starts with						1 =				
Account Status										
Disabled	\$									

b. Click Select Task, select Create / Edit Users, and click Start.

Users										
E Tasks 1 Selected					Users 1 Selected CS	Nar				
Select Tasks		-	Start		Manage					-
Create / Edit Users Reset Passwords Delete / Restore Users Jones		Q Search +								
Filters	Clear Hide	1 Results						Di	splaying 25 \$	Manage Columns -
First Name		Username*	First Name*	Last Name*	Email*	Disable Date	Disable Reason	Delete Date	Active End Date	Active Begin Date
Starts with		🧭 james.jones@email.com 0 🔗	James	Jones	James.jones@email.com	08/06/2018	not needed			
Username Starts with						1 =				
Account Status										
Disabled	\$									

c. Select Enabled under Account to change the account status.

Tasks for Users				O Add Task	Previous Task	Next lask > Exit lasks X
Create / Edit Users	_	_	_			_
USERS (1)	DETAILS					
O Create Users	james.jones@email.com					Save Reset
james.jones@email.com	Selected Organizations*					Show User Details Show Audit Trail
	Image: mass of the second					
	Account Disable Date 08/06/2018 Account Disable Reason*					
	not needed					
	First Name*	Active Begin Date				
	James		*			
	Last Name*	Active End Date	 			
	Jones	Delete Date				
	Email*		m			
	James.jones@email.com					

d. Click Save.