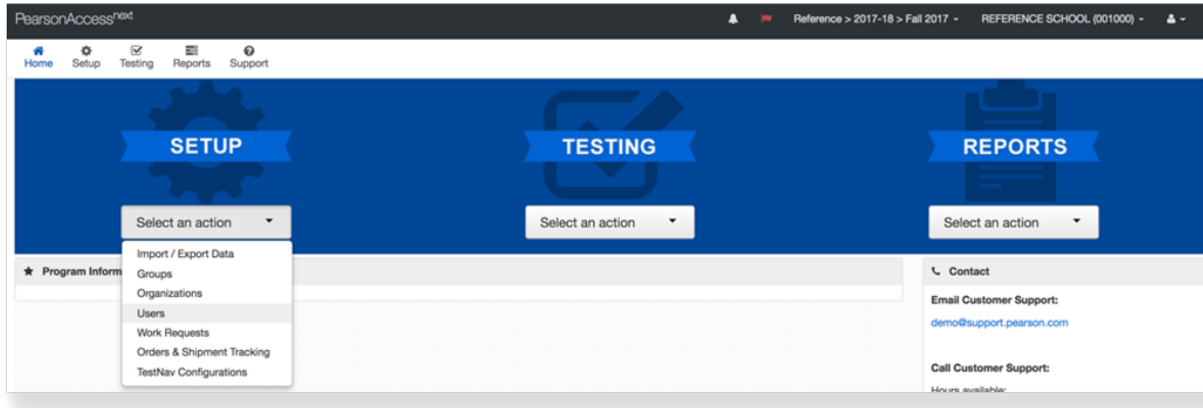


Disable and Enable User Accounts

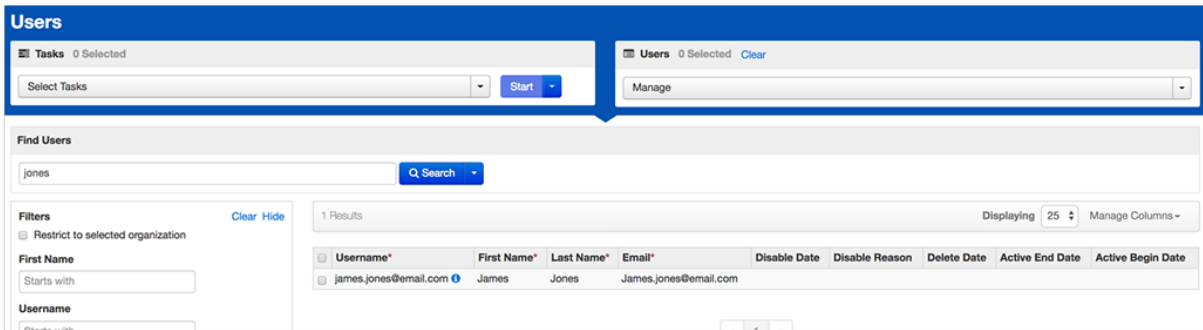
You can disable an account when the account holder's access to the system is temporarily restricted. Depending on your program and organization's policies these criteria will vary.

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

1. From **Setup**, select **Users**.



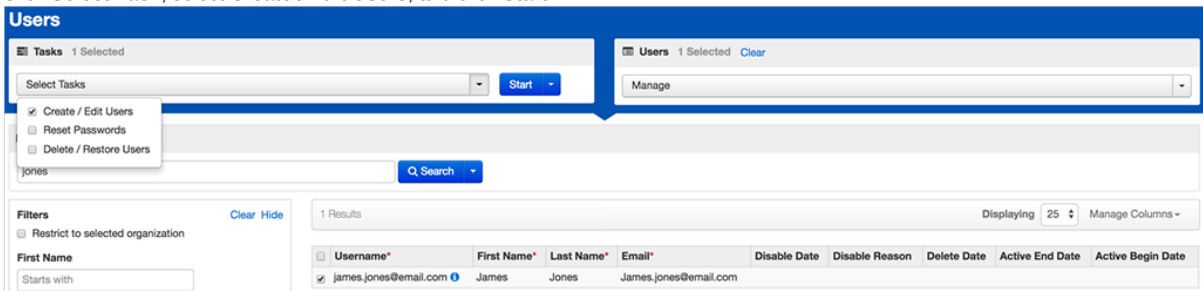
2. Type the user's name into the search field, and click **Search**.



3. Click the checkbox next to the student.



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



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

USERS (1)

Create Users

james.jones@email.com

DETAILS

james.jones@email.com [Save](#) [Reset](#)

[Show User Details](#)
[Show Audit Trail](#)

Selected Organizations*

× DEMO DISTRICT 1 (010000)

Selected Roles*

× 11 - Proctor

Account

Enabled
Disabled

First Name*

James

Active Begin Date

Last Name*

Jones

Active End Date

Email*

james.jones@email.com

Delete Date

Username*

james.jones@email.com

* Required

[Save](#) [Reset](#)

6. Type a reason under **Account Disable Reason**.

USERS (1)

Create Users

james.jones@email.com

DETAILS

james.jones@email.com [Save](#) [Reset](#)

[Show User Details](#)
[Show Audit Trail](#)

Selected Organizations*

× DEMO DISTRICT 1 (010000)

Selected Roles*

× 11 - Proctor

Account

Disabled

Account Disable Date

08/06/2018

Account Disable Reason*

not needed

First Name*

James

Active Begin Date

Last Name*

Jones

Active End Date

Email*

james.jones@email.com

Delete Date

Username*

james.jones@email.com

* Required

[Save](#) [Reset](#)

7. Click **Save**.

USERS (1)

[Create Users](#)

james.jones@email.com

DETAILS

james.jones@email.com

Save Reset

Selected Organizations*

DEMO DISTRICT 1 (010000)

Selected Roles*

11 - Proctor

Account

Disabled

Account Disable Reason*

First Name*

James

Active Begin Date

Last Name*

Jones

Active End Date

Email*

James.jones@email.com

Delete Date

Username*

james.jones@email.com

* Required

Save Reset

[Show User Details](#)
[Show Audit Trail](#)

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:

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

Users

Tasks 0 Selected

Select Tasks
Start

Users 1 Selected Clear

Manage

Find Users

jones
Search

Filters

Restrict to selected organization

First Name

Starts with

Username

Starts with

Account Status

Disabled

1 Results

Displaying 25
Manage Columns

	Username*	First Name*	Last Name*	Email*	Disable Date	Disable Reason	Delete Date	Active End Date	Active Begin Date
☒	james.jones@email.com	James	Jones	James.jones@email.com	08/06/2018	not needed			

1

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

Users

Tasks 1 Selected

Select Tasks
Start

Users 1 Selected Clear

Manage

☒ Create / Edit Users
☐ Reset Passwords
☐ Delete / Restore Users

jones
Search

Filters

Restrict to selected organization

First Name

Starts with

Username

Starts with

Account Status

Disabled

1 Results

Displaying 25
Manage Columns

	Username*	First Name*	Last Name*	Email*	Disable Date	Disable Reason	Delete Date	Active End Date	Active Begin Date
☒	james.jones@email.com	James	Jones	James.jones@email.com	08/06/2018	not needed			

1

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

Tasks for Users Add Task Previous Task Next Task Exit Tasks

Create / Edit Users

USERS (1)

Create Users

james.jones@email.com

DETAILS

james.jones@email.com Save Reset

Selected Organizations* Show User Details
Show Audit Trail

x DEMO DISTRICT 1 (010000)

Selected Roles*

x 11 - Proctor

Enabled
✓ Disabled

Account Disable Date
08/06/2018

Account Disable Reason*
not needed

First Name* **Active Begin Date**

James

Last Name* **Active End Date**

Jones

Email* **Delete Date**

James.jones@email.com

d. Click **Save**.