



Account states

In Claromentis, there are three account states a user profile can be in:

Active - The account can be logged into, appears listed on the front end of People and takes up a [license](#) space.

Blocked - The account cannot be logged into, only appears to administrators in Admin > People and does not take up a license space.

Frozen/Locked - After all login attempts have been unsuccessful, an account cannot be logged into for the time period set by administrators in the [password policy](#). Once this period expires, their attempts reset, and they can try to log in again.

How to confirm a user's account state

People administrators can [export user data](#) to a CSV and get an overview of who is currently active in the system. (Applications > Admin > People > Export users)

Ensure the 'Account state' field is included alongside other user information so that who is active vs blocked can be easily identified to assist with changes.

'Yes' = active (using a license), 'No' = Blocked (not contributing to the license total)

Admin

Admin > People Control Panel > Users Export

Staff list

UTILITIES

Add a new user

Export users

Add/update from CSV file

Synchronize/Update users from user directory

CONFIGURATION

General configuration

Configure user profile fields

Configure Skills

Keywords

All words

Role

All

Extranet area

All

Group

All

With subgroups

Results per page

10

Fields

☐ ID

☒ First name

☐ Job Title

☐ Extranet area

☐ Easy find result set size

☐ Last time login

☐ Role

☐ Landline

☐ Interests

☐ Dummy User Account

☐ Spare

☐ Date started 2

☒ Account state

☒ Surname

☐ Email

☐ Visual Interface

☐ Password policy

☐ LDAP GUID

☐ Group

☐ Address

☐ Weather location code

☐ Start Date

☐ Company car model

☒ Username

☐ User code

☐ Notify on document checkin

☐ Language

☐ Change password next time

☐ External directory ID

☐ City

☐ Preferred contact method

☐ RSS

☐ Weather temperature unit

☐ RSS Feeds

☐ User rank

☐ Password hash

☐ Company

☐ Notification method

☐ What's new

☐ Use default password policy

☐ External directory user ID

☐ Address

☐ Career details

☐ Date of Birth

☐ Assigned

☐ Date of birth 2

☐ Manager ID

Filter

Reset

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Fields

Username

First name

Surname

Account state

CSV delimiter

Semicolon (;)

Comma (,)

Filter

Print

CSV

Reset

Username	First name	Surname	Account state
admin	Claromentis	Administrator	yes
Jennifer	Jennifer	Langdon	yes
pipa	Pippa	Fraser	yes

What do I do with this information?

People administrators should be interested in account states so they can effectively manage the user base to ensure there are always [license spaces](#) available to create new accounts, should your company need them.

In situations where the license limit has been reached, your team can free up spaces to allow more new accounts to be created (instead of or as well as purchasing more licenses)

Otherwise, the strategy is to [block](#) (or [delete](#)) currently active accounts to free up their space, so they will need to know how to find out which accounts are currently active to block them.

Created on 5 November 2025 by [Hannah Door](#). Last modified on 9 December 2025

Tags: [account](#), [active](#), [blocked](#), [frozen](#), [locked](#)