



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

UTILITIES

- Staff list
- 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

<input type="checkbox"/> ID	<input checked="" type="checkbox"/> Account state	<input checked="" type="checkbox"/> Username	<input type="checkbox"/> Password hash
<input checked="" type="checkbox"/> First name	<input checked="" type="checkbox"/> Surname	<input type="checkbox"/> User code	<input type="checkbox"/> Company
<input type="checkbox"/> Job Title	<input type="checkbox"/> Email	<input type="checkbox"/> Notify on document checkin	<input type="checkbox"/> Notification method
<input type="checkbox"/> Extranet area	<input type="checkbox"/> Visual Interface	<input type="checkbox"/> Language	<input type="checkbox"/> What's new
<input type="checkbox"/> Easy find result set size	<input type="checkbox"/> Password policy	<input type="checkbox"/> Change password next time	<input type="checkbox"/> Use default password policy
<input type="checkbox"/> Last time login	<input type="checkbox"/> LDAP GUID	<input type="checkbox"/> External directory ID	<input type="checkbox"/> External directory user ID
<input type="checkbox"/> Role	<input type="checkbox"/> Group	<input type="checkbox"/> City	<input type="checkbox"/> Address
<input type="checkbox"/> Landline	<input type="checkbox"/> Mobile	<input type="checkbox"/> Preferred contact method	<input type="checkbox"/> Career details
<input type="checkbox"/> Interests	<input type="checkbox"/> Address	<input type="checkbox"/> RSS	<input type="checkbox"/> Date of Birth
<input type="checkbox"/> Dummy User Account	<input type="checkbox"/> Weather location code	<input type="checkbox"/> Weather temperature unit	<input type="checkbox"/> Assigned
<input type="checkbox"/> Spare	<input type="checkbox"/> Start Date	<input type="checkbox"/> RSS Feeds	<input type="checkbox"/> Date of birth 2
<input type="checkbox"/> Date started 2	<input type="checkbox"/> Company car model	<input type="checkbox"/> User rank	<input type="checkbox"/> Manager ID

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Fields

CSV delimiter Semicolon (;) Comma (,)

Username	First name	Surname	Account state
admin	Claromentis	Administrator	yes
jennifer	Jennifer	Langdon	yes
pippa	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.