



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 > People Control Panel > Users Export

Keywords: All words

Role: All Extranet area: All

Group: All

With subgroups:

Results per page: 10

Fields:

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

Filter Reset

Admin > People Control Panel > Users Export

Keywords: All words

Role: All Extranet area: All

Group: All

With subgroups:

Results per page: 10

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
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.