



User Licenses

What is a user license?

When your site was purchased, the number of users you would need would also have been discussed.

Users can either be in the Primary Area or an [Extranet](#). (Extranets are optional; most sites only have primary area users)

The total number of user accounts you can create in the system depends on the number of user licenses you have purchased.

Users can only be created when license spaces are available, so once the maximum has been reached, new accounts cannot be made.

Spaces can be made free by blocking or deleting accounts (if applicable) or the maximum increased by purchasing more licenses.

More details on this are below.

Where can the user license total be seen?

A [sysadmin](#) can check your license totals at any time from **Admin > System > License**.

Primary area licenses are shown under the 'Max_Users' label.

The screenshot shows the 'License' section of the system administration interface. It includes a 'Responsible person' field with the email 'support@claromentis.com'. A green banner indicates the license is valid, last updated on 2022-02-15, and expires never. Below this is a table of license information:

Registered-To:	Host-Id: *	Host-Name:	MAX_USERS: Unlimited
superdemo8.claromentis.net GCE		*.claromentis.net:80	
		*.claromentis.net:443	
		*.claromentis.com:80	
		*.claromentis.com:443	
		*.myintranet.com:80	
		*.myintranet.com:443	
		*.digitalworkplace.software:443	
		*.digitalworkplace.software:80	

If your site does use [Extranets](#), you will have a license limit for these users as well.

Click 'View all' to expand more fields, including 'Max_extranet_users', which displays this total:

Admin > System > License

Responsible person
 Email address: support@claromentis.com

License
 License is valid. Last updated on: 2022-02-15. License expires: Never
 To fetch a new license, click here.

License information View all

Registered-To: superdemo8.claromentis.net GCE	Host-Id: *	Host-Name: *.claromentis.net:80 *.claromentis.net:443 *.claromentis.com:80 *.claromentis.com:443 *.myintranet.com:80 *.myintranet.com:443 *.digitalworkplace.software:443 *.digitalworkplace.software:80	MAX_USERS: Unlimited
CRM_ALLOWED: Yes	MAX_EXTRANET_USERS: Unlimited	MAX_READONLY_USERS: Unlimited	MAX_PUBLISH_LOCATIONS: Unlimited
MAX_EFORMS_PROJECTS: Unlimited	BOOKSHELF_ALLOWED: Yes	R_USAGE_STATS: Yes	PUBLISH_ALLOWED: Yes

v9.8.1+

We have implemented a statistics area in Admin > People so that the site license limit and spaces remaining for new users can be seen at a glance by People administrators, removing the need for Admin > System to be checked.

Admin > People Control Panel

User licences Licence limit Unlimited Active users 53 Remaining users Unlimited

Extranet user limit Unlimited **Active extranet users** 7 **Remaining extranet users** Unlimited

If required, more user licences can be requested on our support portal [Request licences](#) [More details](#)

Users Power users Roles Groups Password policy

Search:

All A B C D E F G H I J K L M N O P Q R S T U V W X Y Z First name, Surname

Photo	Full name	Email	Job Title	Role	Group	Extranet area	Last
	Abigail Clark	hannah.door@claromentis.com	Human Resources Assistant	none	Company, Human Resources, Learning and Development	Primary Area	30-12:10
	Alan Metcalfe	alan@claromentis.net	Sales Assistant	none	Company, Onboarding,	Primary Area	17-01:17

How do I know how many active users I have?

- Sites on v9.8.1+

As above, if your site is on v9.8.1+, a People administrator can see how many accounts are active in Admin > People using the statistics area:

The screenshot shows the 'Admin > People Control Panel' interface. At the top, there are statistics for 'User licences' and 'Extranet user limit'. The 'Active users' count is 53, and 'Active extranet users' is 7. Below this, there are tabs for 'Users', 'Power users', 'Roles', 'Groups', and 'Password policy'. A search bar and a list of users are visible. The user list has columns for Photo, Full name, Email, Job Title, Role, Group, Extranet area, and Last. Two users are listed: Abigail Clark and Alan Metcalfe.

Photo	Full name	Email	Job Title	Role	Group	Extranet area	Last
	Abigail Clark	hannah.door@claromentis.com	Human Resources Assistant	none	Company, Human Resources, Learning and Development	Primary Area	30-12:10
	Alan Metcalfe	alan@claromentis.net	Sales Assistant	none	Company, Onboarding,	Primary Area	17-017:17

- Sites Pre v9.8.1

If your site is on an earlier version than this, a sysadmin can check this from **Admin > System** (scroll to the bottom of the screen)

Claromentis summary

Number of Users 60 (53 in intranet area), excluding the administrator account

The Claromentis summary will show the current total of users and the total of intranet users.

If you are also using extranets, the number of those licenses in use will be evident from the numbers being shown. e.g in the screenshot above, there are 60 active accounts, with 53 in the primary (intranet) area, meaning the remaining 7 are in extranets.

Please note: The totals given only include active user profiles and not those in a **blocked** state as blocked profiles do not take up user licenses. A People administrator can perform an export of users to find out blocked user totals separately as outlined below.

- Perform a People export

Another way to check the number of active users (regardless of site version) is to generate an [export of People](#).

People administrators can include 'account state' in an export, and this will show 'Yes' or 'No' against each account, where Yes = active and No = blocked.

This can be downloaded to a CSV for further analysis or record-keeping.

The file is a great resource when investigating issues or user license queries, as it's easy to see who is active and who is **blocked**, and then look them up in the Intranet to change this if necessary.

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 ID Account state

CSV delimiter: Semicolon (;) Comma (,)

Filter Print CSV Reset

Username	First name	Surname	ID	Account state
admin	Claromentis	Administrator	1	yes
jennifer	Jennifer	Langdon	10	yes
pippa	Pippa	Fraser	11	yes
vanessa	Vanessa	Wright	12	yes

Can I be notified when the license limit has been exceeded?

When the license limit has been reached, the email address entered as the responsible user will be notified:

Admin > System > License

Responsible person

Email address: Submit

License

License is valid. Last updated on: 2022-02-15. License expires: Never
To fetch a new license, [click here](#).

License information [View all](#)

Registered-To: superdemo8.claromentis.net GCE	Host-Id: *	Host-Name: *.claromentis.net:80 *.claromentis.net:443 *.claromentis.com:80 *.claromentis.com:443 *.myintranet.com:80 *.myintranet.com:443	MAX_USERS: Unlimited
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A [sysadmin](#) on your site can update this address from the default in Admin > System > License.

We recommend using a shared inbox so more team members are able to action the notification when it is received.

However, we recommend trying to avoid reaching the license limit and always having licenses available for new accounts, should they be needed.

Your People [application administrators](#) can facilitate this by regularly checking the number of active accounts in line with your license limits and any forecasts for the number of new accounts that will be needed.

If the license limit is reached, no new accounts can be created, so your team can block or delete accounts to free up licenses or purchase more to

How do I purchase more user licenses?

Please raise a ticket in our [license request project](#).

Our accounts team will provide a quote and, once approved, update the license on your site, and the new ones will become available for use.

Why can't I add any more users to my intranet?

When you run out of user licenses (the maximum total has been reached, no further new accounts can be created).

This applies to all account creation methods.

To rectify this, there are two strategies your team can apply:

1 - [Purchase more licenses](#)

Once we apply this to your site, the number of licenses purchased will become available for use.

2 - [Block](#) or [delete](#) any unneeded profiles

Either method will free up license spaces to use for new accounts.

Please be advised that deleting a profile means all data is gone permanently and cannot be retrieved whereas blocking means they cannot log in, but the profile can be reinstated in the future (as long as a user license is free)

If you can bring your active licenses down to make space for new profiles, no further action would be required beyond this unless you wish to purchase more licenses anyway to head off the same issue in the future.

My sync is working but new users aren't able to log in?

If your license limit has been reached and you are syncing new users from Active Directory, Okta etc, the system will create the profiles, but they will all be set to blocked (and those users cannot log in)

Accounts cannot be made active until your team purchases more licenses or frees up spaces by blocking other profiles.

Once licenses are free, as long as the blocked profiles are still included in your sync, this will make them active when the next one runs.

Created on 7 November 2025 by [Hannah Door](#). Last modified on 5 February 2026

Tags: [New users](#), [User license](#)