



## Blocked users

Blocked profiles mean that the user cannot log in to the site and they will not appear in the People application on the front end.

In other applications, their name will appear but it will not be linked to a profile, or they will appear as 'blocked user', in either case these profiles cannot be selected in User picker fields.

When a profile is blocked all account data (personal and non personal) is retained and can be seen again by simply reactivating the account.

When a profile is blocked this also makes their user license free for a new profile to be created or another blocked account to be made active.

Blocked users can only be seen or located by application administrators of People who also have the power to reactivate or delete them.

### Blocking a user

### Reactivating a blocked user

### Deleting a blocked user

### Deleted user vs Blocked

## Blocking a user

The usual reason a user profile needs to be blocked is because they no longer work for the company.

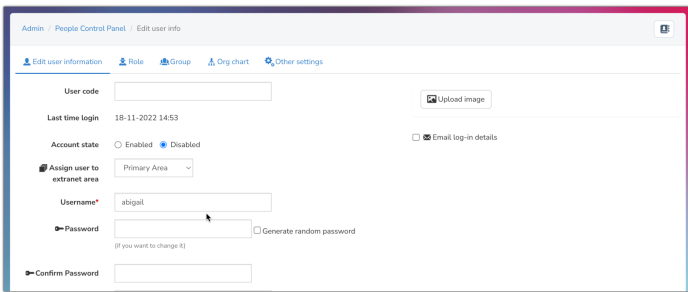
Another common reason is to block unnecessary profiles to free up a user license for another profile.

Whatever the reasoning, an application administrator of People can block any user via Admin > People

Search for the user, click into their account and set the 'account state' field from enabled to disabled, scroll down to click 'update' to apply.

A screenshot of the 'Edit user info' form in the Admin interface. The form is titled 'Admin / People Control Panel / Edit user info'. It has several tabs: 'Edit user information', 'Role', 'Group', 'Org chart', and 'Other settings'. The 'Account state' field is highlighted with a red box and is set to 'Disabled'. Other fields include 'User code', 'Last time login' (18-11-2022 14:53), 'Assign user to extranet area' (Primary Area), 'Username\*' (abigail), and 'Password' (with a 'Generate random password' checkbox). There is also a 'Confirm Password' field. A user profile picture is shown on the right with 'Change image' and 'Delete image' buttons. An 'Email log-in details' checkbox is also present.

The account will now be blocked, the user cannot log into the system or be seen on the front end and a user license has been made available.

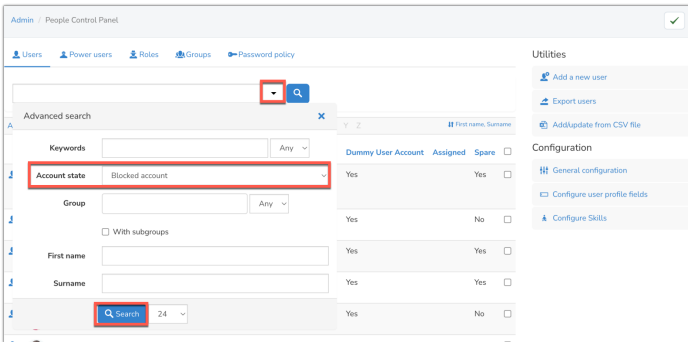


## Reactivating a blocked user

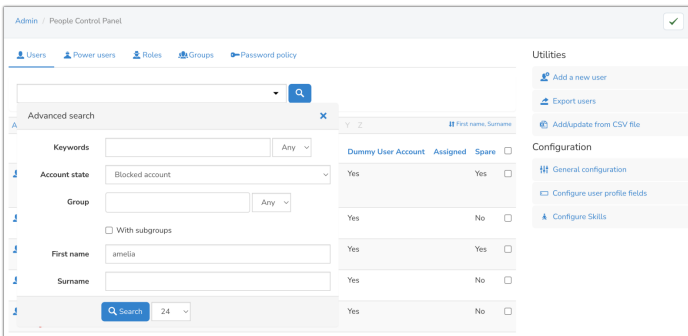
**Please note:** You must have a user license free to reactivate a blocked account. Check your limits in Admin > System.

When a profile is blocked it cannot be seen on the front end and has to be located by an application administrator of People by using the advanced search.

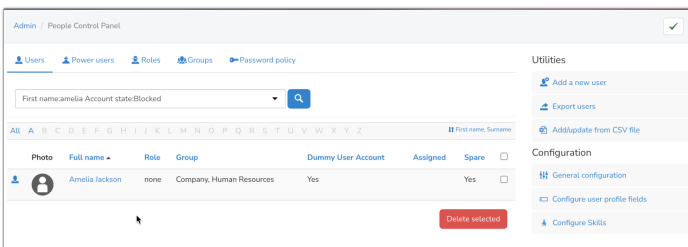
A list of all blocked users can be generated by selecting 'Blocked users' in the 'account state' field and clicking 'search':

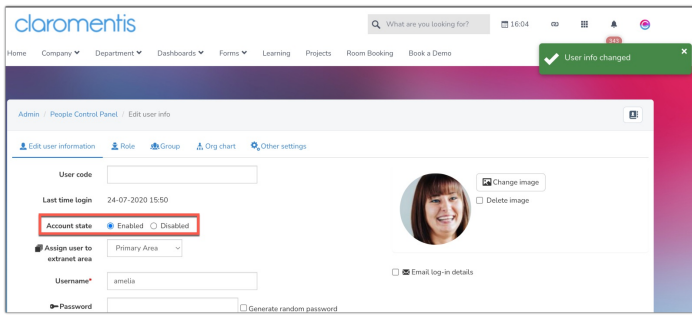


If you are looking for a specific blocked user a search can be performed to just return them by including first name, last name etc.



Once located, click into the profile and change the 'account state' field to 'enabled', scroll down and click 'update' to apply.





## - Using LDAP?

If your site uses an LDAP sync to create and update users, you cannot control the account state in Claromentis.

If an LDAP user is blocked on your site, the only way to reactivate them is in your Active Directory.

They need to be placed into your syncing group(s) so Claromentis is told to update them on the next sync.

As long as you have user licenses free and the user is included in the sync when the next one runs the user will be reactivated.

## Deleting a blocked user

Blocked users can be deleted individually or in multiples just like active users can.

Blocked users just need to be located first by an administrator using the advanced search.

Then the method to delete using the checkboxes is the same as detailed in our [guide](#).

Blocked users can also be deleted en masse via CSV import, if they are not included in the CSV when it is processed with synchronisation mode on they will be removed.

## Deleted user vs Blocked User

Deleted users are removed permanently and their personal data cannot be retrieved.

In contrast, blocked users and their data are still stored in the system the user just cannot log in or be seen by other users.

This means that if a user returns to the company or their personal data needs to be looked at e.g. HR needs to see their holiday bookings for the last year the account can be quickly reactivated and the profile is available once more.

In situations where your team are unsure if they are going to need user data in the future, setting profiles to blocked is recommended as everything is retained compared to deleting them where information is gone forever.