



Blocked users

Blocked profiles mean that the user cannot log in to the site, they will not appear in the People application on the front end and no longer take up a license space.

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 their user license is made 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

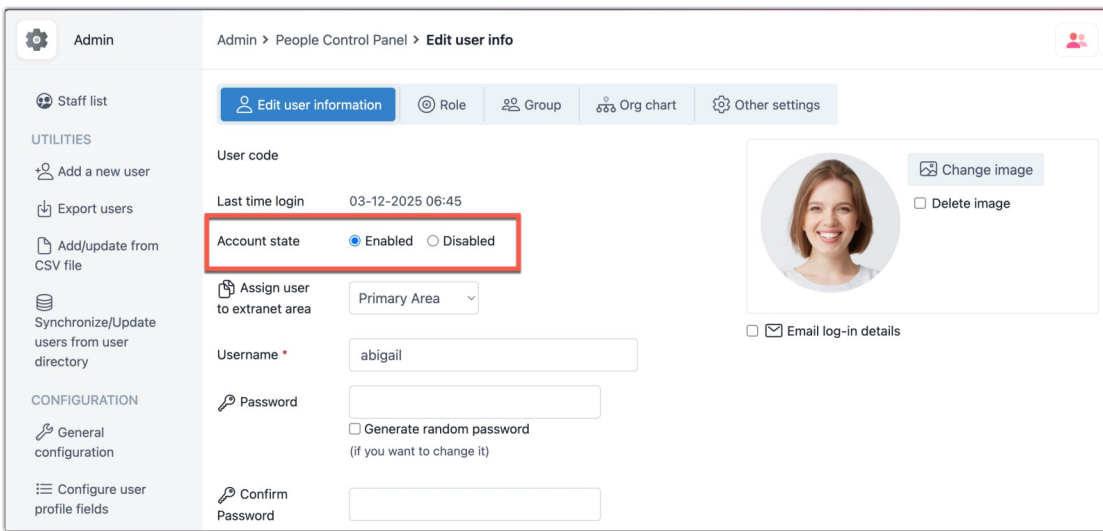
Blocking a user

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

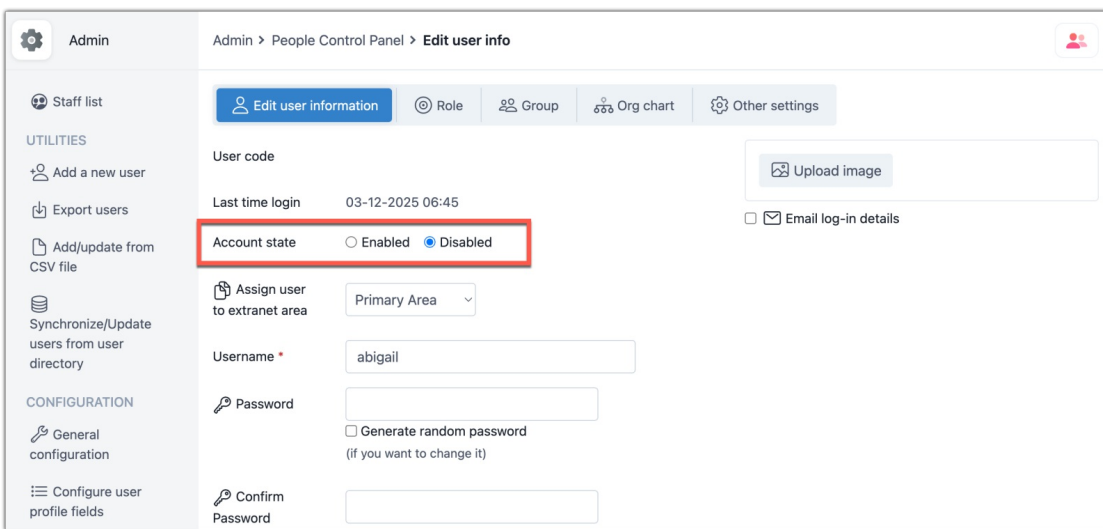
Another common reason is to block unnecessary profiles to free up a user license for another profile.

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.



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 space free to reactivate a blocked account. Check your limits in Admin > System or Admin > People

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':

Admin > People Control Panel

User licences Licence limit Unlimited Active users 54 Remaining users Unlimited

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

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

Users Power users Roles Groups Password policy

Advanced search

Keywords Any

Account state Blocked account

Group Any

With subgroups

Search 24

Extranet area	Last time login	Royalty Percentage
Primary Area	17-04-2025 17:17	
Primary Area	26-05-2020 15:45	
Primary Area	24-07-2020	

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.

Advanced search

Account state Blocked account

Group Any

With subgroups

First name abigail

Search 24

Extranet area	Last time login	Royalty Percentage
Primary Area	17-04-2025 17:17	
Primary Area	26-05-2020 15:45	

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

Admin > People Control Panel

User licences Licence limit Unlimited Active users 54 Remaining users Unlimited

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

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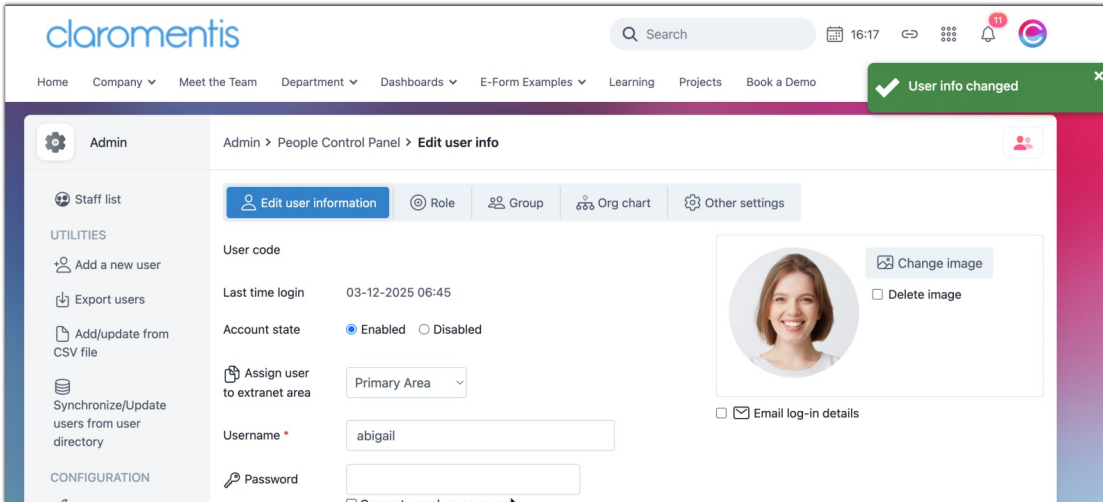
Users Power users Roles Groups Password policy

First name:abigail Account state:Blocked

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

Photo	Full name	Job Title	Role	Group	Extranet area	Last time login	Royalty Percentage	Technology
	Abigail Clark	Human Resources Assistant	none	Company, Franchise Royalty Submitters, Franchisor HQ, Human Resources, Learning and Development	Primary Area	03-12-2025 06:45	5.00	200.00

Delete selected



- Using a sync?

If your site uses a sync (whether through the LDAP tool or the user sync module) to create and update users, you cannot control the account state in Claromentis.

If a synced user is blocked on your site, the only way to reactivate them is in your external repository e.g. Azure, Okta etc

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.