



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.

A screenshot of a web application interface for managing users. The page title is 'Admin / People Control Panel / Edit user info'. There are several tabs: 'Edit user information', 'Role', 'Group', 'Org chart', and 'Other settings'. The 'Edit user information' tab is active. The form contains the following fields: 'User code' (text input), 'Last time login' (18-11-2022 14:53), 'Account state' (radio buttons for 'Enabled' and 'Disabled', with 'Disabled' highlighted by a red box), 'Assign user to extranet area' (dropdown menu showing 'Primary Area'), 'Username*' (text input with value 'abigail'), 'Password' (text input with a 'Generate random password' checkbox), and 'Confirm Password' (text input). There is also a profile picture section with 'Change image' and 'Delete image' options, and an 'Email log-in details' checkbox.

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.

Admin / People Control Panel / Edit user info

[Edit user information](#) [Role](#) [Group](#) [Org chart](#) [Other settings](#)

User code [Upload image](#)

Last time login 18-11-2022 14:53

Account state ☐ Enabled ☒ Disabled ☐ Email log-in details

☒ Assign user to extranet area

Username*

☒ Password ☐ Generate random password
(If you want to change it)

☒ Confirm Password

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':

Admin / People Control Panel

[Users](#) [Power users](#) [Roles](#) [Groups](#) [Password policy](#)

Advanced search

Keywords Any

Account state ☒ Blocked account

Group Any

☐ With subgroups

First name

Surname

24

Dummy User Account	Assigned	Spare
Yes	Yes	<input type="checkbox"/>
Yes	No	<input type="checkbox"/>
Yes	Yes	<input type="checkbox"/>
Yes	Yes	<input type="checkbox"/>
Yes	No	<input type="checkbox"/>

Utilities

- [Add a new user](#)
- [Export users](#)
- [Add/update from CSV file](#)

Configuration

- [General configuration](#)
- [Configure user profile fields](#)
- [Configure Skills](#)

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.

Admin / People Control Panel

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Advanced search

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First name

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24

Dummy User Account	Assigned	Spare
Yes	Yes	<input type="checkbox"/>
Yes	No	<input type="checkbox"/>
Yes	Yes	<input type="checkbox"/>
Yes	No	<input type="checkbox"/>
Yes	No	<input type="checkbox"/>

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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

[Users](#) [Power users](#) [Roles](#) [Groups](#) [Password policy](#)

First name:amelia Account state:Blocked

AB C D E F G H I J K L M N O P Q R S T U V W X Y Z

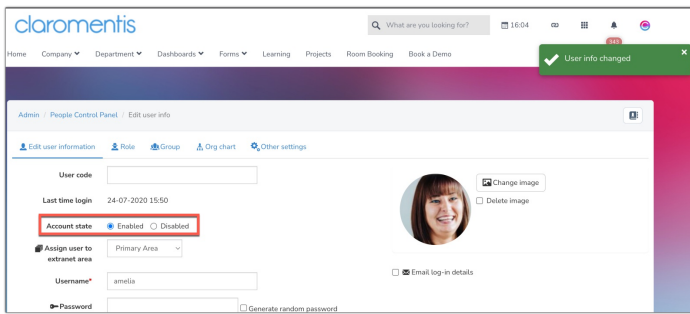
Photo	Full name	Role	Group	Dummy User Account	Assigned	Spare
	Amelia Jackson	none	Company: Human Resources	Yes	Yes	<input type="checkbox"/>

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- 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.