

Activating and Deactivating Users

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Active Users Permissions

Active users have the **ability** to log in to their iSpring Learn account.

This option allows the administrator to keep user accounts in the system but designate them as inactive. Making a user inactive has the advantage of keeping historical data for reporting and analysis. No data loss will occur for the deactivated accounts if you want to free a position for a new user.

You can use this option in order to stay within the user limits of the pricing plan you selected. When the number of active users exceeds your license limit, all new user accounts become inactive.

Inactive users cannot:

- Sign in to their iSpring Learn account.
- Receive email notifications
- Access their courses
- Be assigned to a course

Inactive students are still visible to the administrator. User status is displayed in the **Status** column on the **People** page.

People						
<div>Search </div> <div></div>						
Users	Groups	Organizations	User Profile Fields			
Users of your account				Export ▾	Add New User	
<input type="checkbox"/> Name ↓	Role	Status	Organization	Groups	Added	
<input type="checkbox"/> bob.dylan@citrix.com		Active	Citrix Inc.	Trainers	Jan 20, 2016	
<input type="checkbox"/> jane.smith@ispringsolutions.com	0	Active	iSpring Learning	Sales Team, Suppo...	Jan 15, 2016	
<input type="checkbox"/> john.miller@maildrop.cc		Inactive	iSpring Learning		Jan 25, 2016	
<input type="checkbox"/> learner@yourdomain.com		Active	iSpring Learning	Sales Team	Jan 11, 2016	

Admin can edit information about a user and reactivate his account if necessary. When reactivated, all user permissions will be restored automatically.

How to Immediately Deactivate a User

A user account can be suspended and reactivated on the **Edit User** page.

1. In the General tab, switch the **Active User** slider to **Off**. Switch it back to **On**, to reactivate a user.
2. Click **Save** to apply the changes.

← Edit User

Kate

User

View Activity

General
Group Membership
Additional Permissions
Courses

Use this page to edit user information

Save

* Login:

* Role:

User can view content assigned to him.

* Email:

First Name:

Last Name:

[Change Password](#)

User will receive notification about password change

Active User: ☐ Off

Click to activate user. He will get access to the account

✖ Delete User

User will be permanently deleted from the account



Note: The *Account Owner* cannot be deactivated.

How to Automatically Deactivate a User On a Selected Date


With this new option, you can specify a future date on which the selected user will automatically be deactivated. In this way you can block inactive users from accessing their User Portal page and viewing courses. You can [check the full list of restrictions](#) for the inactive users above.

To deactivate a user on a specified date:

1. Click on a user name in the list of users. You will see the page where you can edit user details.

Users	Groups	Organizations	User Profile Fields	
Users of your account				
<input type="checkbox"/> Name ↓	Role		Status	Organization
<input type="checkbox"/> Ienny			Active	Content Management
<input type="checkbox"/> learner@yourdomain.com			Active	Content Management
<input type="checkbox"/> <u>Kate Black</u> kate.black@gmail.com <div>Edit Kate</div>			Active	Designers
<input type="checkbox"/> Larry Larry		0	Active	Content Management

2. Switch to **On** in the **Make inactive** field.



Kate
 User

View Activity

General
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 Additional Permissions
 Courses

Use this page to edit user information Save

* Login:

* Role:

User can view content assigned to him.

* Email:

First Name:


Last Name:

Country:

Change Password
 User will receive notification about password change

Active User: ☒ On
 User never logged in


Make inactive: ☒ On
 User will become inactive since a specified date

8/02/2017
 

Delete User

- Click the calendar icon and pick the date on which the user status should automatically change to inactive.

Make inactive: ☒ On
 User will become inactive since a specified date

8/02/2017
 

◀ February ▶
 2017 ▶

Su	Mo	Tu	We	Th	Fr	Sa
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	1	2	3	4

- Click **Save** in the right upper corner to apply the changes.

Deactivating Users in Bulk

Now, you can deactivate your users in bulk. To do it:


- Select the users that you want to activate or deactivate in the User List
- Click **Deactivate** in the top menu
- In the new window select the deactivation type: **Deactivate now** or **Deactivate later**.

Deactivate Users

×

Selected users (2) will be deactivated. They can't access the account.

☒ Deactivate now

☐ Deactivate later on 8/02/2017 

Deactivate

Cancel

4. For the delayed deactivation, pick a date when the users should become inactive.

5. Click **Deactivate**.

All selected users will become inactive. Their status will change from **Active** to **Inactive** and will be displayed in the Status column. To reactivate users later, select them in the list and click **Activate** in the action menu.