

Users: Automate Inactive User Management

Ever considered how to clean out years of inactive website user accounts from your system and deactivate abandoned accounts? Now you can schedule **Inactive User Management** as a task that runs in the background daily.

More info...

Every year, many new user accounts are created to access your website. At the same time, employees also leave their organisations, or yours, and customers for one reason or another no longer access their accounts. Leaving large numbers of inactive users in active status can pose a huge security threat. And without regular clean outs, it becomes unmanageable for IT administrators and can distort marketing campaigns.

It is also very important to take appropriate action as soon as abandoned user accounts are identified. But if your database of users is in the thousands or even the hundreds, it is not realistic to check when each user last accessed their account, or at all. And how do you make sure these accounts are really abandoned?

The **Inactive User Management** feature will automatically take care of finding inactive user accounts, changing account statuses, and sending of warning and deactivation email notifications.

All these are what the task can do:

- It checks for inactive users based on the period of inactivity you set, e.g., 365 days.
- It flags them as possible abandoned accounts.
- It sends a first 'keep me active' email. The user is asked to respond by clicking a supplied link or logging into their account.
- It checks whether the user responded within a period you set, e.g., 30 days.
- If the user responded, the account is confirmed 'active'. If there was no response, it sends a second 'keep me active' email.
- If the user responded, the account is confirmed 'active'. If there was still no response, the user account is marked as 'deactivated'.
- It sends a 'deactivated user' notification to the email on record.

Deactivated users can no longer login to your site. Deactivated users can be manually reinstated as 'active' at a later stage.

Benefits

- Manages inactive users with an automated process you don't have to constantly monitor.
- Allows you to define the inactivity period, and set time frames for each email notification and expiry for the 'keep me active' links.
- Integrates to the CV ecommerce platform's existing system of user account statuses, including 'deactivated'.
- Keeps the deactivated user account record as historical data, and just in case user reactivation is needed in the future.
- Provides customisable email templates for each notification type.
- Works with CV ecommerce's approvals feature to identify users who are approvers. Approvers cannot be deactivated if an order is awaiting their approval or they are the only approver in the customer account.
- Allows you to search for all users with deactivated status in CMS Website User Maintenance.
- Allows you to reactivate a deactivated user on the CMS Edit User page.

Inactive User Management

Configure deactivation of inactive user settings

☒ Enable Inactive User Management

Set Expiry for Email Link (hours) *

52

Period 'keep user active' link in the warning emails is valid.

Inactive User Login Status Page

Set Send First Warning Email (days) *

370

Period of inactivity (no user login) to trigger warning email.

Inactive User Warning Email Template

Set Send Reminder Email (days) *

65

No. of days after first warning to send reminder (if no response).

Inactive User Reminder Email Template

Set User to Deactivated (days) *

35

No. of days after reminder to deactivate the user (if no response).

Inactive Approver User Management

View Inactive Approver User

Inactive User First Notification

Hi Jane Smith,

Your user account ([jane.smith@cvcustomer.net](#)) in the CV Commerce store will soon be deactivated due to inactivity. Once deactivated, you won't be able to sign in.

If you don't sign in again within please click on the link below or go directly to our website and sign in. [Click here to sign in](#). This link expires in 48 hours.

If you have any questions or concerns, please contact us.

Yours faithfully,

Commerce Vision

Inactive User Reminder

Hi Jane Smith,

This is a reminder that your user account ([jane.smith@cvcustomer.net](#)) in the CV Commerce store will soon be deactivated due to inactivity. After deactivation, you will no longer be able to sign in.

To keep this account active, please click on the link below or go to the website and sign in. [Click here to sign in](#). This link expires in 48 hours.

If you have any questions or concerns, please contact us.

Yours faithfully,

Commerce Vision

Deactivated User Notification

Hi Jane Smith,

Your user account ([jane.smith@cvcustomer.net](#)) in the CV Commerce store has been deactivated.

If you have this is an error, please contact us.

Yours faithfully,

Commerce Vision

Website User Maintenance

Email Address (Login id)	Name	User Status
chrisf@cvcustomer.net	Chris Fish	Deactivated Disabled
jane.smith567@gmail.com	Jane Smith	Deactivated Disabled

Edit User - Chris

Email Address (or Login ID) *

chrisf@cvcustomer.net

First Name *

Chris

Surname

Fish

Default Customer Account *

Freedom Imports (FREEDOM)

Disable User Account

User Deactivated

See: [Inactive User Management](#)