

Disable a Website User

On occasion, Administrators might need to disable a user. Or the system locks out the user due to too many failed login attempts. The user remains active as a customer but they cannot login to the website. Disabling a user is different from deactivating a user. Users with active orders or orders awaiting their approval cannot be deactivated (made permanently inactive) but they can be disabled.



What are active orders?

Active orders are those that:

- 1) have been submitted
- 2) are awaiting integration, or
- 3) orders awaiting approval.

When a disabled user attempts to login, a message displays to alert them that they are restricted from logging in .

The screenshot shows the Commerce Vision login page. At the top, there's a navigation bar with the logo, a search bar, and a shopping cart icon showing \$0.00 (inc GST). Below the navigation bar, there's a red error message box that says "User Restricted Altogether" with a "Confirm" button. A red arrow points from this message to the login form below. The login form has a header "Please login to continue" and two main sections: "Login with a social network" (with buttons for Google, Facebook, and Microsoft) and "Login with email" (with fields for Email Address and Password, a "Remember email" checkbox, and "Login & Continue" and "Register Now" buttons). There's also a "Lost Password?" link.

Step-by-step guide

Administrators can manually disable a user in the CMS or while logged into the website as Administrator. The system will also disable a user for too many failed login attempts.

Disable/enable user in the CMS

To disable/enable a user:

1. Go to **ECommerce Users Website Users**
2. Use **Search** to find the user and click **Edit** next to them.
3. Toggle ON/OFF **Disable User Account**.

The screenshot shows the "Edit User - Sarah Ti" form in the CMS. It has a header with "Options", "Cancel", and "Save & Exit" buttons. The form is divided into two main sections: "User Details" and "User Information". The "User Details" section includes fields for "Email Address (or Login Id)" (sarah.ti@gmail.com), "First Name" (Sarah), and "Last Name" (Ti). The "User Information" section includes a "Default Customer Account" dropdown (A & A Cabinets (AACAB)) and a "Disable User Account" toggle switch, which is currently turned ON. A red arrow points to the toggle switch.

4. Click **Save & Exit**.

Disable/enable user in Website User Maintenance

To disable/enable a user in User Maintenance:

1. Logged in as Admin on your website, go to **Accounts User Maintenance** (zUsers.aspx) or **Advanced User Maintenance**.
2. Use the **Search** tool to find the user, then click the radio button next to them.
3. Click **Modify**.
4. Tick/untick **Deactivate User Account** as needed.

Deactivate User Account : ☐

5. To save the change, click **OK**.

Related help

- [Website User Maintenance in CMS](#)
- [Delete a Website User](#)
- [Website Users](#)
- [Inactive User Management](#)