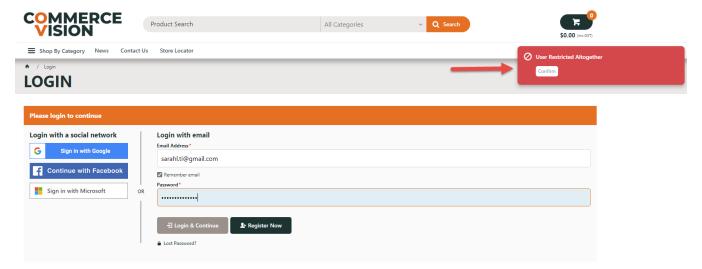
## Disable a Website User

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.



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



### 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:

Use **Search** to find the user and click **Edit** next to them.

1. Go to ECommerce Users Website Users

3. Toggle ON/OFF Disable User Account.



### 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 <b>Search</b> 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:

# Related help

Website User Maintenance in CMSDelete a Website User

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

- Website Users
- Inactive User Management