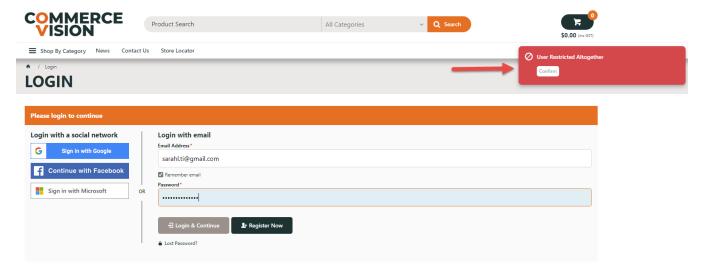
Disable a Website User

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:

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:

Related help

Website User Maintenance in CMSDelete a Website User

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

- Website Users
- Inactive User Management