

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. Below the navigation bar, there's a 'LOGIN' section. A red arrow points to a red error message box that says 'User Restricted Altogether' with a 'Confirm' button. Below the error message, there's a login form with two columns: 'Login with a social network' (Google, Facebook, Microsoft) and 'Login with email' (Email Address, Password, Remember email, Login & Continue, Register Now, Lost Password?).

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. It has a 'User Details' section on the left and a 'User Information' section on the right. The 'User Information' section includes fields for 'Email Address (or Login Id)', 'First Name', and 'Default Customer Account'. A red arrow points to a toggle switch labeled 'Disable User Account' which is currently turned on.

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](#)