

How to Make a User Inactive

This Job Aide covers how to make a User inactive.

- iChannel recommendation is to mark a User's as "Inactive" instead of permanently deleting the user from iChannel. Deleting User's from iChannel will permanently remove all history of the user account. By marking the User as Inactive only, this will ensure the historical user account is preserved.
- IChannel recommendation is to also ensure that any Activities, Task, Workflows, Routing, etc. where the User is assigned or the primary contact, be reassigned to another Active User prior to marking a User as Inactive.
- Step 1 is to make the Subscirber record Inactive. Step 2 is make the Contact record Inactive.

Steps for How to Make a User (Subscriber) Inactive										
Steps	Actions									
	Access the System tab from the iChannel Dashboard.									
1	Files Contacts Calendar Workflow Routing System									
	On the System page, <i>click</i> on the Subscriber link on the navigation panel. This will display a list of subscribers.									
2	Files Contacts Calendar Workflow SYSTEM - Sites Stress Search Criteria George Site Name: Beterstion Management Beterstion Management									
3	On the system » Site Details page, select the User from the Subscribers column you would like to make Inactive.									

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		SYSTEM	SYSTEM » Subscriber Details				
		Last Name:*	Miller	Site Name:	Client Document Site		
		First Name:**	David	Site Code:	00113		
		User ID:*	david.miller	Active:	Yes 🗸		
		EMail:*	david.miller@conarc.con	Administrator:	Yes	_	
4		Phone:		Multiple Login:	Yes 🗸		
			Reset Password Ad	v. Settings Created:	06/26/2019 01:09 AM by raiph.ha	ardy	
			Email Notification	Modified:	02/17/2021 01:29 PM by		
				Agreed to Terms:			
				Last Login:	02/17/2021 01:29 PM (History)		
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Click on the **Name of the Contact** you want to *mark* **Inactive**.

In the Active drop-down list, select No. Click Save.

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DETAIL:	Client Document Site	dba:		X ☆☆☆☆1	le .							
Detail	Contact 22 Di	scussion	Activity 188	Notification	Workflow 5							
CONTAG	CONTACT DETAIL: DAVID MILLER * * * * * * *											
Last:	Miller	Suffi	Eirst:	David	M.I.							
Salutation:	•		Nickname:	david miller@co								
Department:			Email 2:	david.miller groo	narc.com							
Location	~		Email 3:									
Active:	Yes V Yes No		Communica	ation Method:	~							
Addresse	e <u>8. Phot</u> e Numbe	rs										
Primary 🚔	Contact Address	Type		Location	Addres							
+ 2 8	Φ 🗅			14 <4 Page	1 of 1 🕨 🕬							

