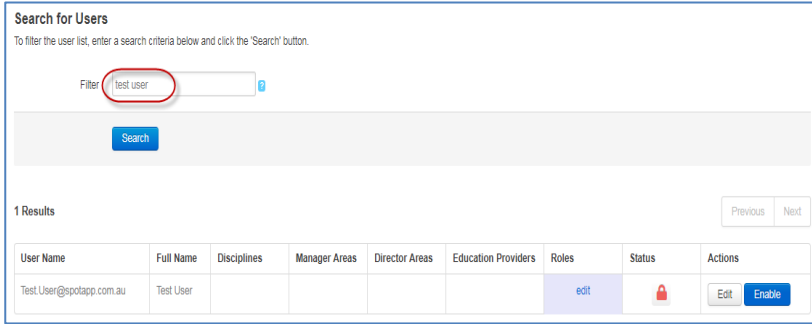
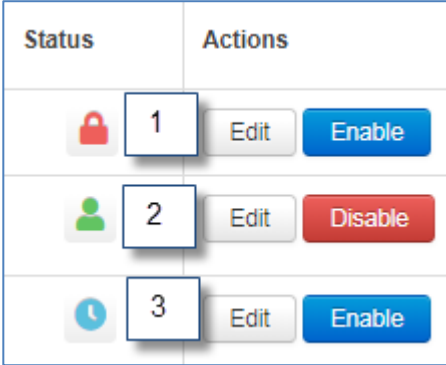

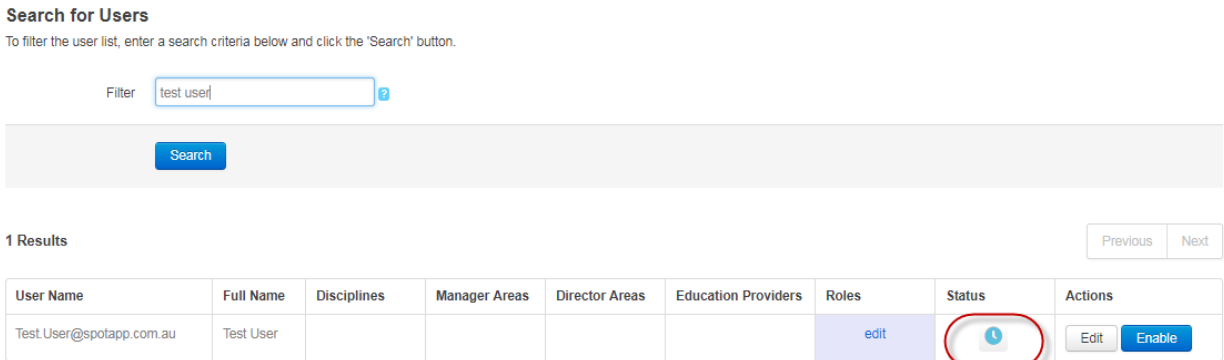
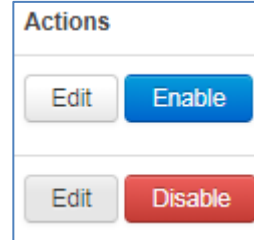


ARef-16 - Administrator Reference Sheet – How to Enable/Disable Users.

Steps	Action	What it looks like
1.	<p>From the Administer Users screen, search for the user you wish to enable/disable by typing their name into the Filter field and then clicking the Search button.</p> <p><i>NOTE: You can also type a role into the Filter field, such as "Manager", and this will display all users with the specified role.</i></p>	
2.	<p>The User's status can be seen in the Status column.</p> <p>1. Disable – The user is disabled by an admin 2. Active – The user can login and complete assigned role. 3. Locked – The user has been locked out due to an overnight data cleanse and meets the criteria to be locked out based on last login date.</p>	
3.	<p>A user has been locked out if they have not logged in the last 6 months, 2 years if the user is a student. The icon that is shown for a locked out user is -  .</p>	

4.

To enable or disable a user select the option from the **Actions** column.



7.

Troubleshooting:

If a **User** is not displaying in the search function, this will either be because:

- a. Their name is misspelt, or they use a variation of their name in SPOT i.e. Robert is in SPOT as Bob.
- OR**
- b. The User is not created in SPOT, either through an interface or manually.

Try a few different spellings of the user's name to start with. If that fails you will need to create the user profile, refer to Reference Sheet *ARef-01*.