How to: Deactivate, Reactivate or Delete a users account

This is a guide on the following in the AUT Events Induction Portal.

Deleting a users account (Permanent action)

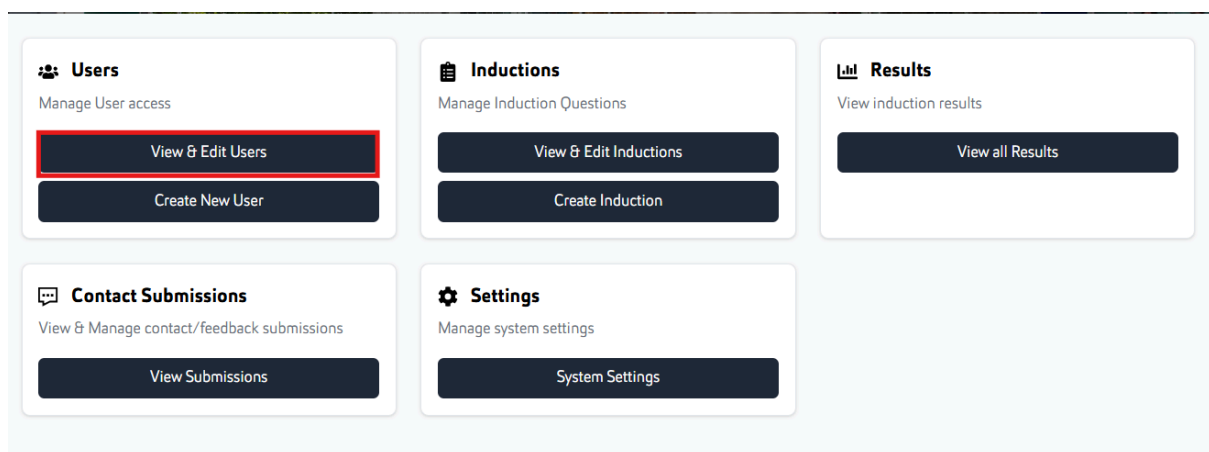Deactivating or Disabling a users account

Reactivating a users account

Manager or Administrator access required

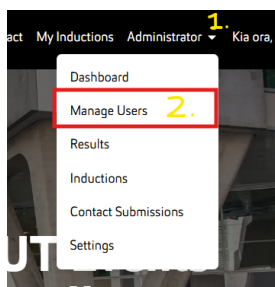Last updated by Thomas Brears on 06/05/25. V1.0

1. Navigate to the user & manage users page

Use the "View & Edit Users" button from the management dashboard on the Users card

OR

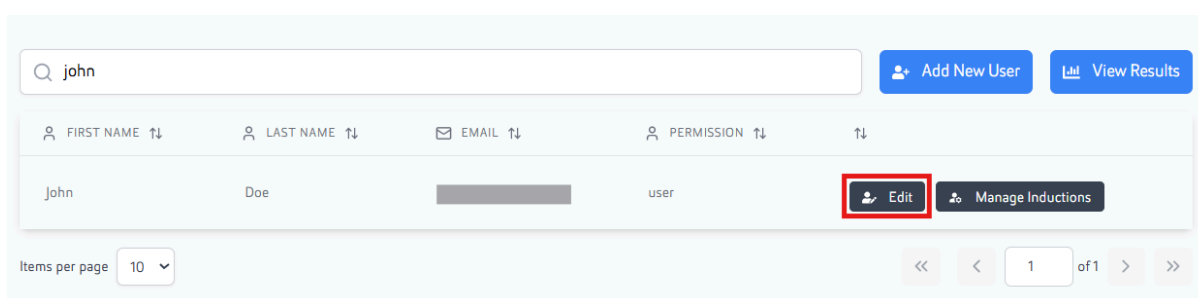Navigate to the manage users page from the navigation dropdown

NOTE: For administrators, this dropdown text in the navigation is called Administrator, and for Managers, it is called Manager

You will now be taken to the view users page

2. Click edit user

Once you locate the user you would like to delete, deactivate or reactivate,

Click the dark grey "Edit" button in the users row

You will now be taken to the users page where you can edit the user and access the delete, deactivate and reactivate buttons
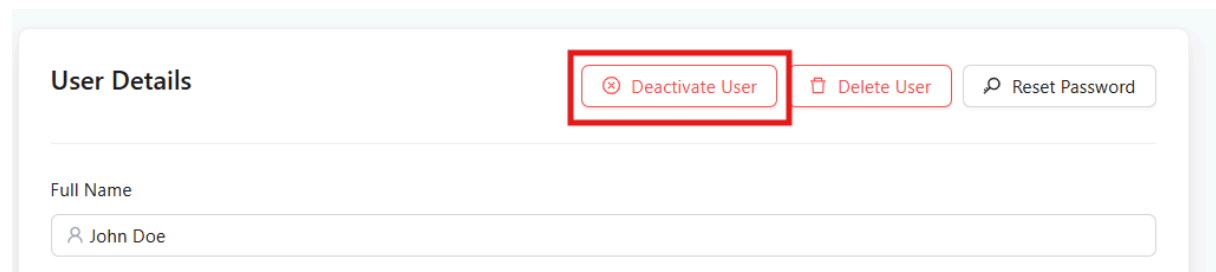
If you wish to edit the users details, this can also be done on this page - check out that guide for details.

2. Deactivating a user's account

For result retention, this is preferred over deleting

Click the red outlined "Deactivate User" button to deactivate and disable the user's account

Their account will be deactivated immediately and they will be prevented from logging into the system. If they are already logged in, it will take effect when their current session ends (about 1 hour from last use)
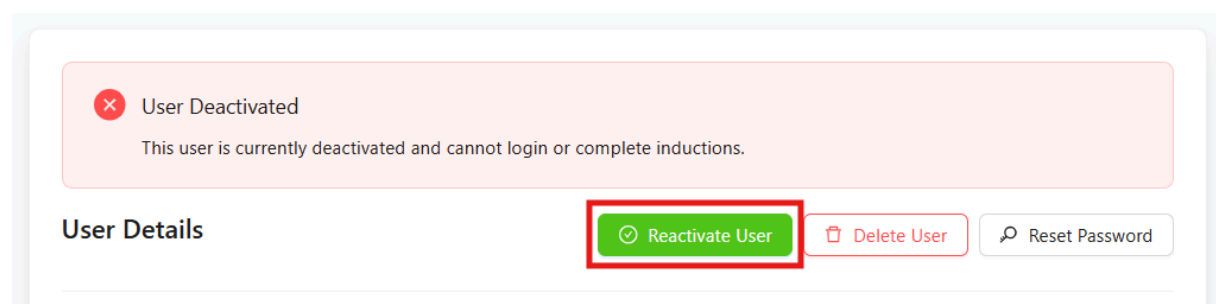

3. Reactivating a user's account

If a user's account has been deactivated, reactivating it is easy!

Click the green "Reactivate User" button.

Their account will be reactivated immediately and they'll be able to log in again.
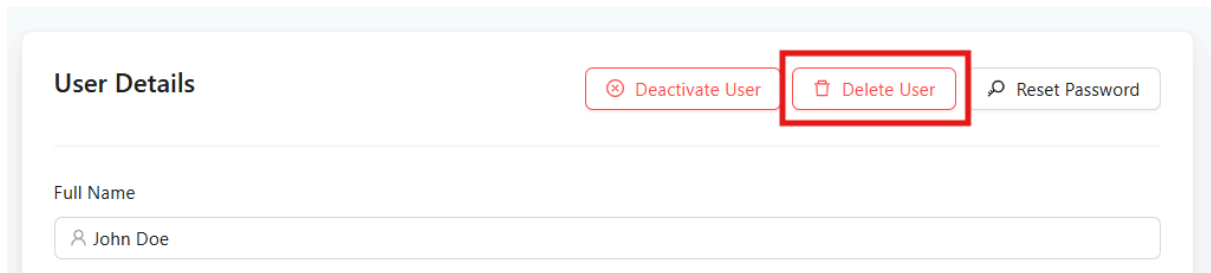

4. Deleting a user's account

For result retention, deactivating is preferred over deleting

Click the red outlined "Delete User" button to permanently delete user's account

Their account will be deleted immediately and they will be prevented from logging into the system. If they are already logged in, it will take effect when their current session ends (about 1 hour from last use)

User Details   ⊗ Deactivate User   🗑 Delete User   🔍 Reset Password

Full Name

👤 John Doe

IMPORTANT:

Deleting a user's account will also disassociate any induction results associated with them, and will be displayed in results as an unknown user

This action will be permanent and cannot be undone - Deletion is final!

5. Resetting a users account password

If the user would like to reset their account's password,

Click the black outlined "Reset Password" button

This will send the user an email with a link to set a new password - They can then follow the prompts to set their new password

AUT
EVENTS
Induction Portal