

# Managing dormant users

## In this article

About dormant users

Viewing dormant users

Determining whether a user account is dormant

Configuring the dormancy threshold

---

By default, a user account is considered to be dormant if it has not been active for 90 days. You can configure the length of time a user must be inactive to be considered dormant and choose to suspend dormant users to release user licenses.

## About dormant users

A user is considered active if the user has performed any of the following activities on your GitHub Enterprise Server instance.


- Signing into your GitHub Enterprise Server instance
- Creating a repository
- Pushing to a repository
- Being added to a repository
- Changing the visibility of a repository
- Creating an issue or pull request
- Commenting on an issue or pull request
- Closing or reopening an issue or pull request
- Applying a label to an issue or pull request, or removing a label
- Assigning or unassigning an issue or pull request
- Requesting a review of a pull request, or removing a review request
- Creating or editing a comment in a pull request review
- Dismissing a comment in a pull request
- Synchronizing a pull request
- Commenting on a commit
- Publishing a release
- Pushing to a wiki
- Watching a repository
- Starring a repository
- Deleting a repository
- Joining an organization

A user will also be considered active if their account has been updated by LDAP.

## Viewing dormant users

You can view a list of all dormant users who have not been suspended and who are not

site administrators.

- 1 From an administrative account on GitHub Enterprise Server, in the upper-right corner of any page, click .
- 2 If you're not already on the "Site admin" page, in the upper-left corner, click **Site admin**.
- 3 In the left sidebar, click **Dormant users**.
- 4 To suspend all the dormant users in this list, at the top of the page, click **Suspend all**.

## Determining whether a user account is dormant

- 1 From an administrative account on GitHub Enterprise Server, in the upper-right corner of any page, click .
- 2 If you're not already on the "Site admin" page, in the upper-left corner, click **Site admin**.
- 3 Under "Search users, organizations, teams, repositories, gists, and applications", type the name of the user in the text field.
- 4 To the right of text field, click **Search**.

**Search users, organizations, teams, repositories, gists, and applications**

Users are found by login, email, SSH key SHA256 fingerprint, GPG key, or database ID.

**Organizations** are found by login, email, or database ID.

**Teams** are found by organization/team, GraphQL object ID, or database ID.

**Repositories** are found by name, "username/repository", deploy key SHA256 fingerprint, or database ID.

**Gists** are found by name or "username/repository".

**OAuth applications** are found by name, client ID or application ID.

**GitHub Apps** are found by name or integration ID.

**GitHub App installation** are found by installation ID.

**Webhooks** are found by hook ID.

**Search**

- If an exact account name match isn't found, under "Search results – Accounts", in the "Fuzzy matches" section, click the name of the user you want to manage.

**Search**

**Search results – Accounts**

**Fuzzy matches**

 **user2**

 **user1**

- 5 Review the user details in the site admin page to confirm you have identified the correct user.

**User info**  
user1 – [View profile](#)  
user1@myexample.com  
and 0 more  
Active

**Security**  
× Two-factor authentication disabled  
× No SSH keys and no GPG keys  
× No personal access tokens  
[Search audit logs](#)

**Repositories**  
× No repositories

- 6 In the **User info** section, view the status of the user's account. Any users labeled with "Dormant" are dormant, and users labeled with "Active" are not.

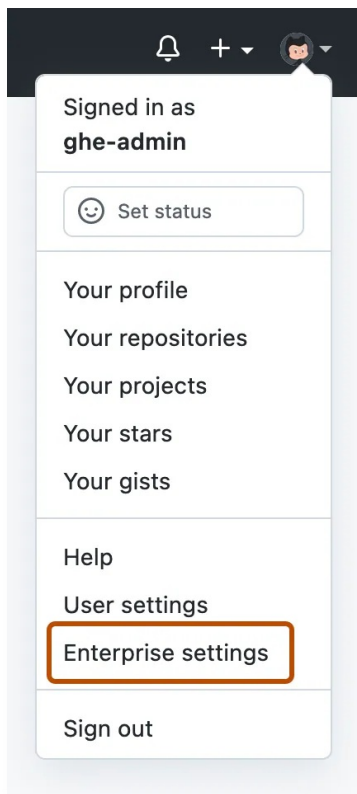
**User info**  
ghe-admin – [View profile](#)  
mona@github.com  
and 0 more  
Active

**Security**  
× Two-factor authentication disabled  
× No SSH keys and no GPG keys  
× No personal access tokens  
[Search audit logs](#)

## Configuring the dormancy threshold [🔗](#)

The dormancy threshold is the length of time a user must be inactive to be considered dormant. The default dormancy threshold is 90 days, however you can customize the dormancy threshold for your GitHub Enterprise Server instance.

- 1 In the top-right corner of GitHub Enterprise Server, click your profile photo, then click **Enterprise settings**.



- 2 In the enterprise account sidebar, click **Policies**.
- 3 Under **Policies**, click **Options**.
- 4 Under "Dormancy threshold", select the dropdown menu, and click the desired dormancy threshold.

## Legal

© 2023 GitHub, Inc. [Terms](#) [Privacy](#) [Status](#) [Pricing](#) [Expert services](#) [Blog](#)