

Disable or Enable a User

Disabling a user temporarily prohibits the user from accessing the App Catalog or the Admin Portal. If a disabled user tries to log in, the user will see a message that advises the user to contact the administrator. To grant access to the user again in the future, you can use the **Enable** function.

To permanently delete a user, use the **Delete** function. For more information, see [Delete a User](#).

i When you disable a user, the user is blocked from running apps with any of Apperian's policies applied. See [Available Policies](#) for a complete list.

To disable or enable a user

1. On the Admin Portal navigation bar, click **Users**.
2. Navigate to the row for the user you want to enable/disable. Use the **Search** field to quickly find a specific user. You can search the First Name, Last Name, Phone, User ID, Email, and Custom Metadata fields. Refer to the table below for search guidelines:

To search this column...	Enter...
First Name	A case-insensitive string to return a list of users with the specified text string anywhere in their name or phone number. For example, if you type the string <i>Dav</i> into the search field, the list returned will include all users who have the letters <i>Dav</i> (upper or lowercase) anywhere in their first or last name.
Last Name	
Phone	
	Search First Name or Last Name columns separately; you cannot search for a full name.
User ID	A case-insensitive, full user ID or email. You cannot search for a partial string in these fields because the data is encrypted in the database. The search returns exact matches only.
Email	
Custom Metadata	<p><i>field_name:string</i></p> <p><i>field_name</i> is case-sensitive and must be the full name of the custom metadata field, not the label. <i>string</i> is not case-sensitive. If you leave <i>string</i> blank, no results are returned.</p> <p>For example: To search the <code>department</code> field for users in the <code>NortheastSales</code> and <code>WorldwideSales</code> departments, enter <code>departments:sales</code>.</p>



3. In the **Actions** column for the user, click the **Disable** or **Enable** link. Depending on the current status of the user, the appropriate link is displayed. You can view additional details about the status of the user by clicking **View** to display the user details page. For more information, see [View User Details](#).
4. Click **OK** to confirm that you want to disable or enable the user.

The page highlights the row of a disabled user in red.

