

What does it mean if a User is marked Inactive?

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Applies To: ☒ PoliteMail Desktop ☒ PoliteMail Online ☐ PoliteMail M365

Version: ☒ 4.9 ☒ 5.0 ☒ 5.1+

When viewing a list of users under Account, you can click on any user to view their details and see a checkbox to indicate if the User is active or not.

The screenshot displays the PoliteMail web interface. On the left is a navigation menu with options like Account, Settings, Server Info, Measurement, Users, Groups, Custom Fields, Subscription, Archiving, Tag Groups, Personal Access Token, O365 Measurement, Mailing Lists, Content, Campaigns, and Results. The 'Users' section is active, showing a list of users. The table has columns: Email, First Name, Last Name, Role, Business, and Region. A user named Alisa Carbone is highlighted. To the right, the 'Edit User' modal is open, showing fields for First Name (Alexi), Last Name (Amarov), Email (aamarov@company.com), and Phone. There are also checkboxes for 'Require Password Reset' (False) and 'Active' (checked). At the bottom of the modal are 'Save' and 'Cancel' buttons.

Email	First Name	Last Name	Role	Business	Region
alex@company.com	Alexi	Amarov	System Administrator	Unassigned	Unassigned
adam@company.com	Adam	Hersey	Administrator	Unassigned	Unassigned
alisa@company.com	Alisa	Carbone	System Administrator	Unassigned	Unassigned
art@company.com	Art	Carbone	System Administrator	Unassigned	Unassigned
ashley@company.com	Ashley	Verney	Administrator	Unassigned	Unassigned
ben@company.com	Ben	Tully	User	Unassigned	Unassigned
benjamin@company.com	Benjamin	Tully	Administrator	Unassigned	Unassigned
bob@company.com	Bob	TheMailman	User	Unassigned	Unassigned
bobby@company.com	Bobby	Tester	User	Unassigned	Unassigned
cameron@company.com	Cameron	Davison	System Administrator	Unassigned	Unassigned
chad@company.com	Chad	Letourneau	System Administrator	Unassigned	Unassigned
charles@company.com	Charles	Dixon	None	Unassigned	Unassigned

Users marked as Inactive:

1. Are no longer able to log in,
2. No longer count as a license under your account, and
3. Any content the inactive user has created will still display and list them as the owner.