

16.3.2 Managing the "Inactive" User Status

The CRM automatically sets users to the "Inactive" status if they do not log in for a period of **6 months**. Once this period has elapsed, the user is automatically marked as **"Inactive"**, preventing access to the system until the account is reactivated by an administrator.

The screenshot displays the 'User Management' interface. On the left, a sidebar contains navigation icons. The main content area is titled 'User Maporti Manuele'. Below this, the 'User Login & Role' section is visible. It includes fields for 'Email (User name)', 'Admin', '2-Factor Authentication', 'First Name', 'Last Name', 'Role', and 'Language'. The 'Status' field is set to 'Active' and is highlighted with a red box and an arrow. The 'Use Single Sign-On' field is set to 'No'. The 'Password' field is set to 'Change Password [Alt+P] (Expires in 84 days)'. The 'Currency' field is set to 'Euro : €'. The 'Default Lead View' field is set to 'Today'. The 'Default Module' field is set to 'Home'. On the right, a sidebar titled 'INFORMATION' lists various configuration options: 'User Login & Role', 'More Information', 'User Address', 'User image', 'Calendar Configuration', 'Asterisk Configuration', 'Book me Configuration', 'Webservices, REST Api Co..', 'Home Page Components', 'My Groups', 'Login History', and 'Notification settings'.

This behavior applies **to all users**, without exception, including users with administrator privileges. Therefore, if an administrator does not access the CRM for more than six months, their account will also be automatically set to "Inactive". This rule also applies if the user is the only administrator in the system.

The same logic applies to users that are used exclusively for Web Service/API integrations. If these accounts never log in through the CRM user interface, they are still considered inactive. At the first authentication attempt after the inactivity period, the account will automatically be set to "Inactive", requiring an administrator to reactivate it before the integration can be used again.

It is recommended to periodically verify the status of administrator accounts and technical users dedicated to integrations in order to avoid service interruptions caused by the automatic deactivation process.

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