De/Re-Activating Users

Like every cycle of life, there comes a time when Web Editors must be deactivated or reactivated in the Omni CMS system. In addition to offering a digital blessing in their honor, there are a few key steps to follow.

> 😈 HEAD'S UP: Due to the higher level of impact that these items have on university content, deleting and recreating a user can only be done by   users. Contact Us for assistance.

How to Deactivate a User

Periodically each year (on or soon after June 1), all   accounts are deactivated in Omni CMS, unless they are continuing their role for the summer.

Follow these steps to deactivate a user:

1. Click on the username for the account, which takes you to the user's account page.
2. Under the   heading, update the   to   (this ensures that the user can be easily filtered in the future for reporting purposes).
3. Also under the   heading, tick the   checkbox so that it is ticked   .
4. Click the SAVE button in the bottom right corner.

How to Reactivate a User

If a previously deactivated user account needs to be reactivated (i.e., the Student User is rehired or continuing their role as a Web Editor for a department), their account will need to be unlocked.

Follow these steps to reactivate a user:

1. Click on the username for the account, which takes you to the user's account page.
2. Under the   heading, update the   to   .
3. Also under the   heading, untick the   checkbox so that it is ticked   .
4. Click the SAVE button in the bottom right corner.

How to Re-Add a User (Legacy Workflow)

When a user is deleted in Omni CMS, their account is not removed from the system, but hidden. This is because any references to that user in activity logs need to be kept. When re-adding a hidden user, a "user already exists" error appears; Omni CMS Support provided this method to "force delete" a user so that they can be added again.

Follow these steps to "force delete" a hidden user:

1. Go to the Users module in Omni CMS.

2. Open Chrome Developer tools (F12 on Windows, or Option+Command+J on Mac).

3. Go to the Console tab at the top of the Chrome Developer tools.

4. Paste the following code into the command line area, and replace "username" with the actual username.

```
$.ajax({
   type: "POST",
   dataType: "json",
 url: "/users/delete?force=true",
   data: { "user" : "username"
}});
```

5. Click   to run the command

6. The user has now been deleted.

When these steps are complete, you can add the user back into the system by following the standard procedure to create a new user.

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