Comparison: Inactivate, Delete, Permanently Delete

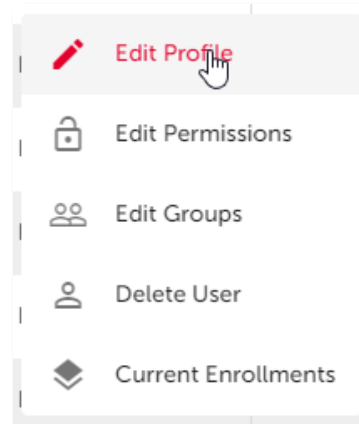|	Inactivate	Delete	Permanently Delete
Is user able to login?	No	No	No
Who can do it?	Company admin, learning admin, learning manager	Company admin, learning admin	Company admin
Any requirements?	No	Yes. The user cannot have a self-registration profile associated or have content under conversion. A message is displayed to admin when attempting to delete.	Yes. The user must have already been deleted using the delete user process.
How is it done?	Uncheck 'account is active' on user profile.	Select 'Delete User' on Manage Users page and follow steps.	Select 'Permanently Delete' on Manage Deleted Users page.
Are items created by the user retained?	Yes	The Admin must delete all items or reassign all items to a cadmin.	Not applicable. Any items created by the user were reassigned or deleted during the delete user process.
Is user's viewing history and personal information retained?	Yes	Yes. May be visible on some reports that show deleted user activity.	No
May the account be restored?	Yes. The account may be set back to active.	Yes. By a company admin from the Manage Deleted Users page. Deleted or reassigned items are not restored.	No. The account is unrecoverable.
When should I use this option?	A quick method to prevent someone from logging in without having to reassign or delete content they created.	Person is unlikely to actively use Brainshark in the future.	Permanent deletion is an extra step for situations where the organization also needs to remove the user's personal information - for example GDPR.

Inactivating a user

1. Go to the Manage Users page (Company admin, learning admin, or learning manager only)

1

← BACK TO MAIN ADMINISTRATION MENU

Manage Users

Edit a selected user's profile, permissions, groups or current enrollments.

To manage deleted users, click here

2. From the Actions menu, select 'Edit Profile'

2

✏️ Edit Profile

🔒 Edit Permissions

👥 Edit Groups

👤 Delete User

◈ Current Enrollments

3. Uncheck 'User's account is active (the user can login)' and click Submit.

3

User properties

☐ User's account is active (the user can login)
☐ Change password on **next** login
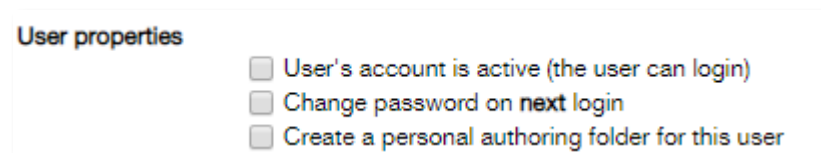☐ Create a personal authoring folder for this user
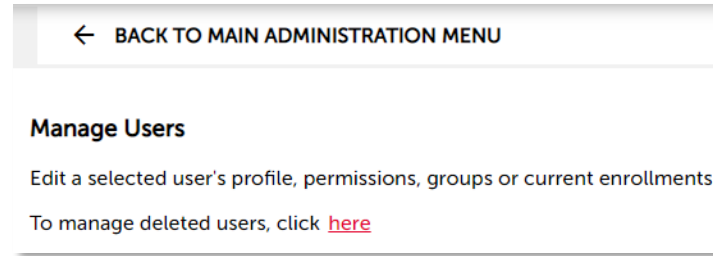
BRAINSHARK®
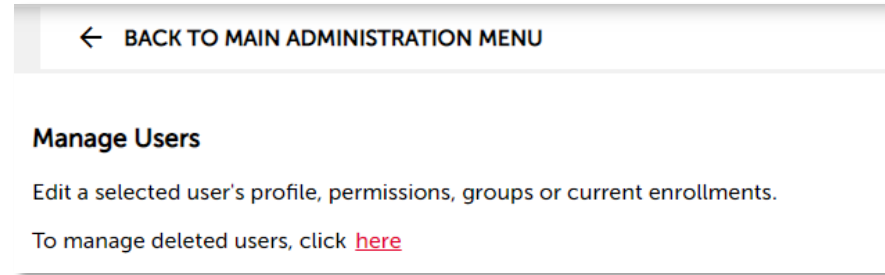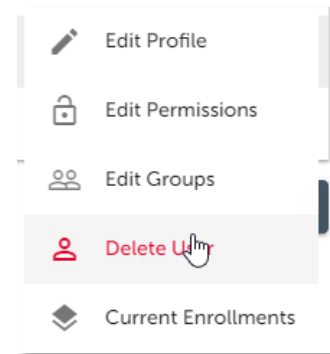
Deleting a user

1. Go to the Manage Users page (Company or learning admins only)

2. From the Actions menu, select 'Delete User'

3. *If user is assigned as manager, change or delete assignment.

4. *If user has created items, delete all or reassign all to a cadmin.

5. Confirm deletion by clicking Submit.

*Steps 3 & 4 only displayed for users where action is needed. If the deleted user is not a manager, or has not created any items, the admin goes from step 2 directly to step 5.
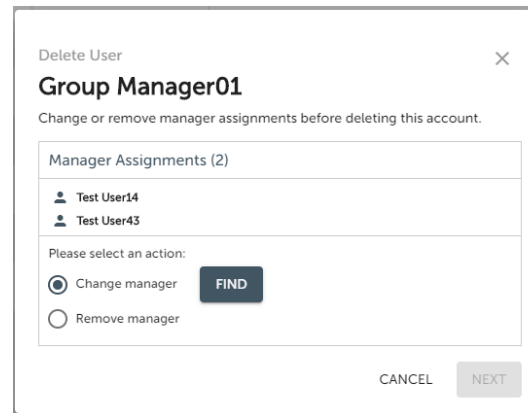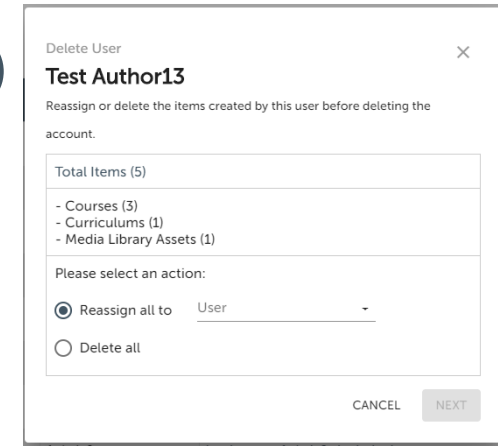
1

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◆ Current Enrollments

3

Delete User   ×

Group Manager01

Change or remove manager assignments before deleting this account.

Manager Assignments (2)

👤 Test User14
👤 Test User43

Please select an action:

⦿ Change manager   [FIND]
○ Remove manager

CANCEL   NEXT

4

Delete User   ×

Test Author13

Reassign or delete the items created by this user before deleting the account.

Total Items (5)

- Courses (3)
- Curriculums (1)
- Media Library Assets (1)

Please select an action:

⦿ Reassign all to   User ▾
○ Delete all

CANCEL   NEXT

5

Delete User   ×

Test User22

Delete User:

- User is unable to login.
- Account may be restored.
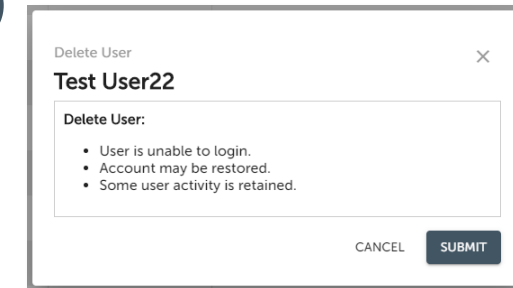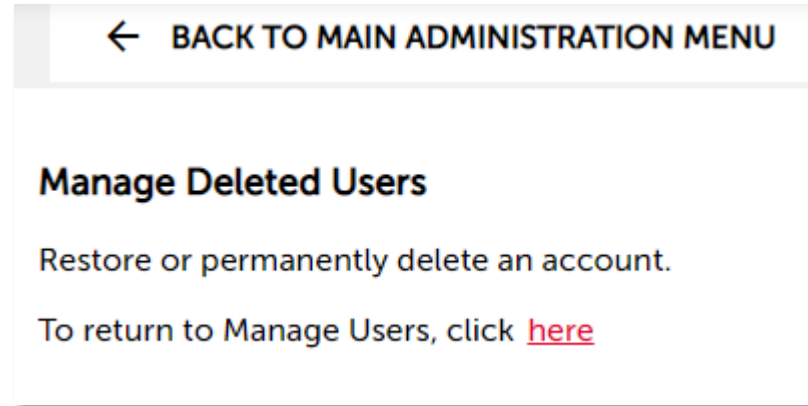- Some user activity is retained.

CANCEL   SUBMIT

Permanently deleting a user

1. Go to the Manage Deleted Users page (Company admins only)

2. From the Actions menu, select 'Permanently Delete'

3. Change the reason for deletion, if needed, and click Submit.

1

← BACK TO MAIN ADMINISTRATION MENU

Manage Deleted Users

Restore or permanently delete an account.

To return to Manage Users, click here

2

↶ Restore Account

🗑 Permanently Delete

3

Permanently Delete User   ✕

Test User500

Delete User:

- User is unable to login.
- Account can not be restored.
- All user activity is permanently deleted.

Reason for Deletion
Reason
Company Policy ▾

CANCEL   SUBMIT