

PearsonAccess Next Enabling and Restoring User Accounts Quick Guide

As a security feature, PearsonAccess Next automatically disables or deletes user accounts when a user is not active for a specified number of days.

PearsonAccess Next automatically disables or deletes user accounts based on the following timeframes:

- User accounts are disabled after 240 days of inactivity
- User accounts are deleted after 390 days of inactivity

This quick guide provides instructions for the following:

- Confirming if user accounts are disabled or deleted in PearsonAccess Next
- Enabling disabled user accounts manually or via file export/import
- Restoring deleted user accounts manually in PearsonAccess Next

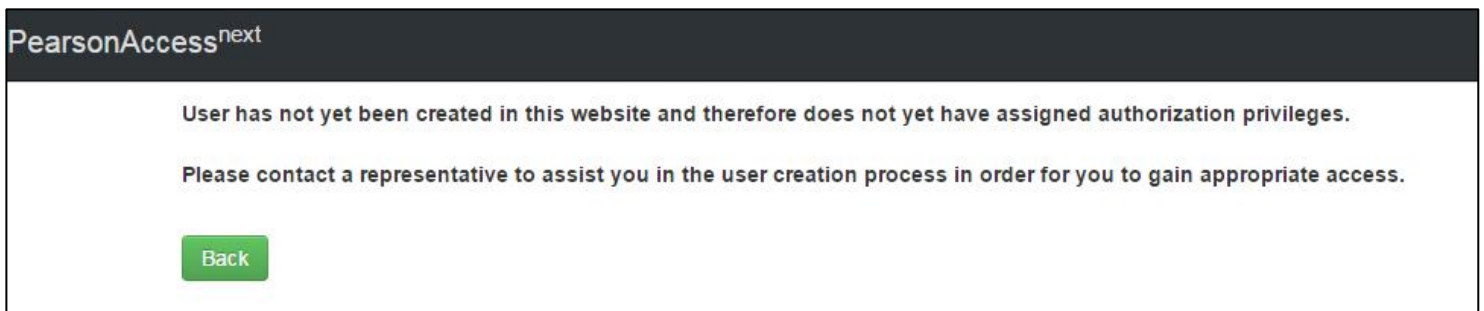
Additional User Account Management Resources

Additional information on user account management in PearsonAccess Next can be found in the following resources:

- Available at PearsonAccess Next > [Resources and Training](#) (under User Guides):
 - *PearsonAccess Next and Training Center User Role Matrix*
 - *PearsonAccess Next and Training Center Importing User Account Instructions*
 - *PearsonAccess Next and Training Center Importing User Accounts File Layout*
 - Link to the Minnesota Reference Page for the PearsonAccess Next Online User Guide
- Available at PearsonAccess Next > Reporting Resources > [Additional Reporting Resources](#)
 - *Reporting Groups User Guide*

Users Logging In with Disabled or Deleted Accounts

Users whose accounts have been disabled or deleted will still be able to reset their own passwords. However, resetting the user's password does not enable or restore the user's account. Users who attempt to log-in when their accounts are disabled or deleted will see the following error message.

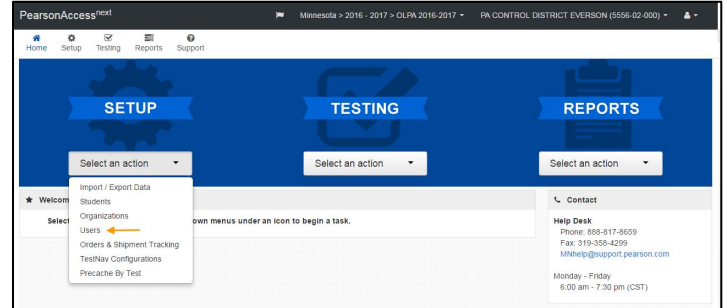


The screenshot shows a dark header with the PearsonAccess^{next} logo. Below the header, the error message is displayed in a white box with a black border. The message reads: "User has not yet been created in this website and therefore does not yet have assigned authorization privileges. Please contact a representative to assist you in the user creation process in order for you to gain appropriate access." At the bottom left of the white box is a green button labeled "Back".

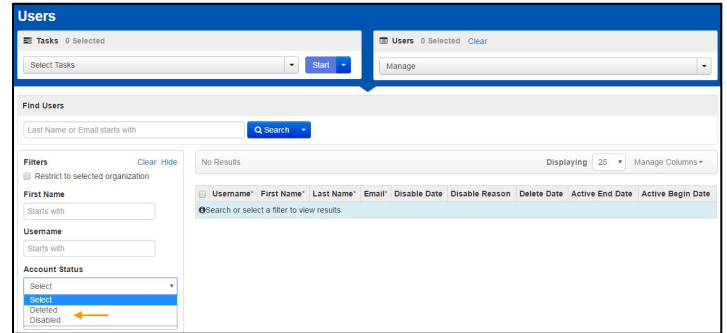
Users who are receiving this message will need to have their accounts reset following the steps below.

Confirm if User Accounts Are Disabled or Deleted










1. From the Home page, under Setup, select **Users**.



2. Use the **Account Status** filter on the left-hand side to search for only accounts that are disabled or deleted.



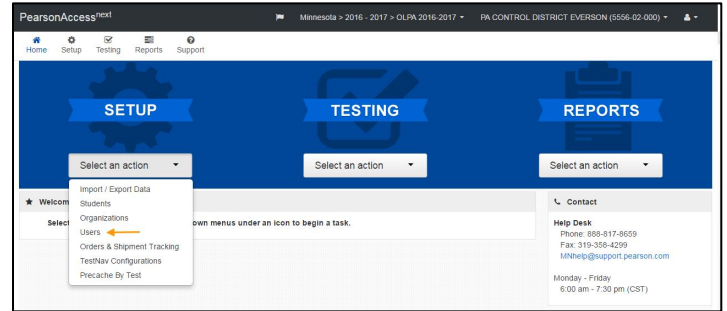
3. If an account is disabled, you will see the disable date and disable reason columns populated. Accounts that have been disabled due to inactivity will have a disable reason of inactive. If an account is deleted, you will see the delete date column populated. Deleted accounts have not been removed from the system.

Username*	First Name*	Last Name*	Email*	Disable Date	Disable Reason	Delete Date	Active End Date	Active Begin Date
<input type="checkbox"/> MNMTASD2016   	Dana	Kopren	dana.kopren@pearson.com	11/10/2016	Inactive			
<input type="checkbox"/> KallausMTAS   	Sue	Kallaus	sue.kallaus@pearson.com	03/14/2016	no	02/25/2016	02/26/2016	
<input type="checkbox"/> AntillMTAS   	lisa	antill	lisa.antill@pearson.com	03/14/2016	no	02/25/2016		

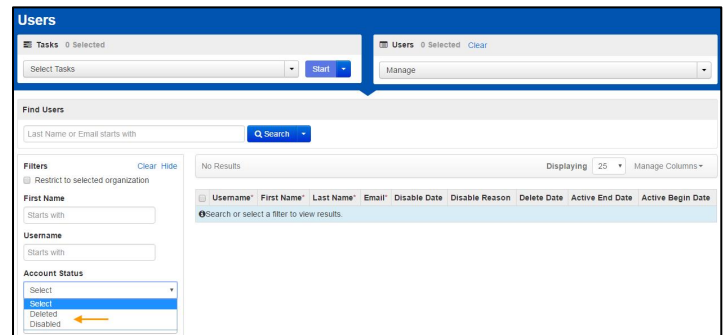
Disabled user accounts can be re-enabled manually or via a user file export/import. User accounts that have been deleted must be manually restored.

Manually Enable User Accounts

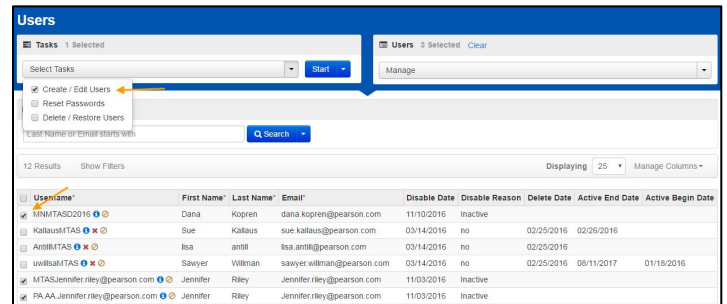
1. To manually enable user accounts, from the Home page, under **Setup**, select **Users**.



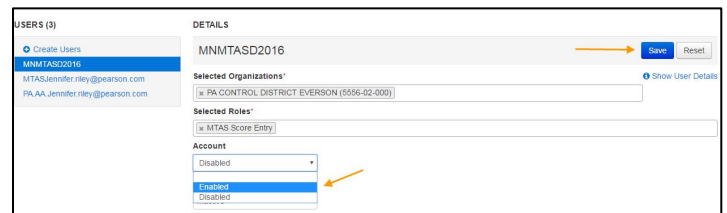
2. Use the **Account Status** filter on the left-hand side to search for only accounts that are disabled.



3. Select the checkmark next to the username(s), select the dropdown menu to the left of the Start button, and select **Create/Edit Users**. Select **Start**.

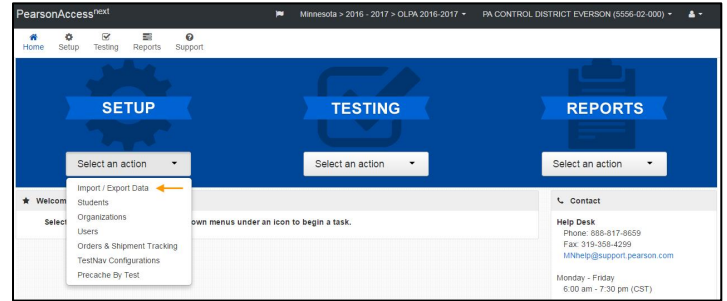


4. On the User Details page, select the username and change the Account dropdown from Disabled to Enabled. Select **Save**.

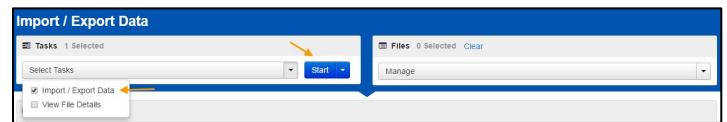


Enable User Accounts via a File Export/Import

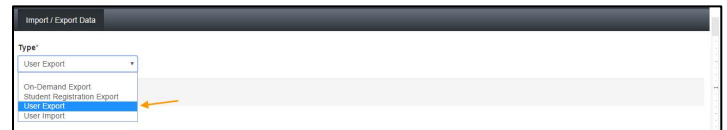
1. From the Home page, under **Setup**, select **Import/Export Data**.



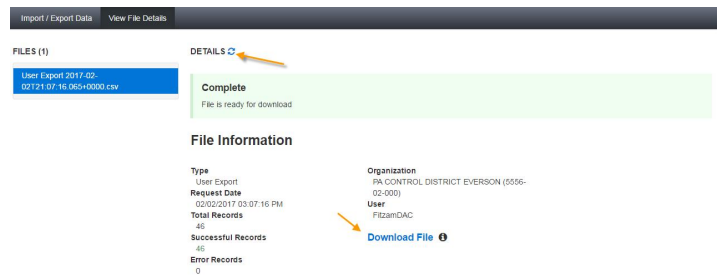
2. Select the dropdown menu to the left of the Start button and select **Import/Export Data**. Select **Start**.



3. Select **User Export** from the Type dropdown and select **Process**.



4. Once the file is available, select **Download File**. Select the refresh symbol next to Details to refresh the page as needed as the file is processing.



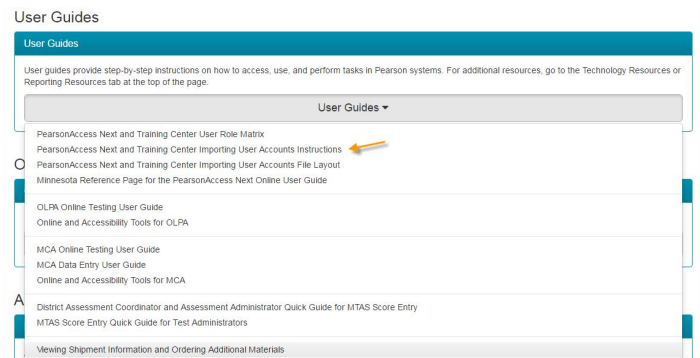
The file will open in Excel as a .csv file.

5. Change the text in the disabled column from "Yes" to "No" and remove the text in the disable reason column so that field is blank.

First Name	Last Name	Email	Authorized Organizations	Roles	Active Begin Date	Active End Date	Disabled	Disable Reason
Dana	Kopren	dana.kopren@pearson.com	5556-02-101	MTAS_Score_Entry;Test_Monitor_DataEntry			No	

6. Save the updated file as a .csv file.

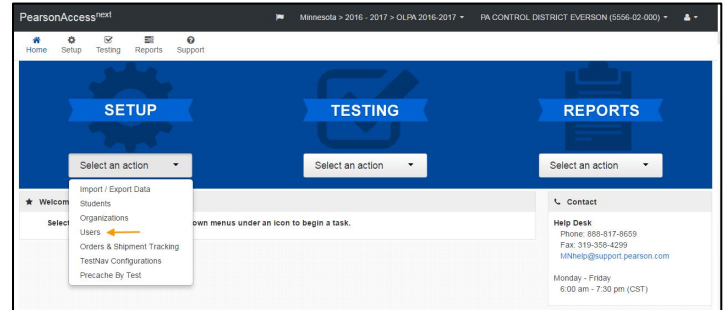
7. Import the user account file using the instructions in the *PearsonAccess Next and Training Center Importing User Accounts Instructions User Guide* on [PearsonAccess Next](#) (PearsonAccess Next > Resources & Training > User Guides).



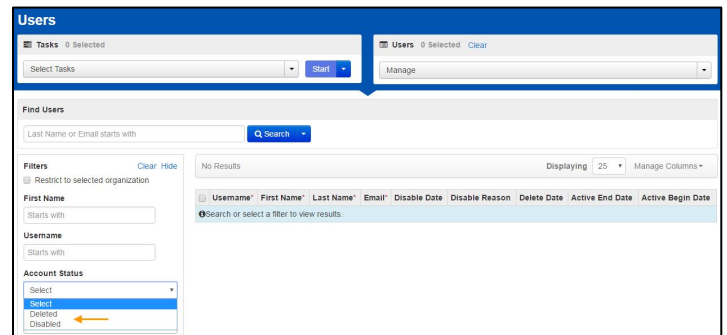
Restore Deleted User Accounts

User accounts that have been deleted are still in PearsonAccess Next, but they must be manually restored.

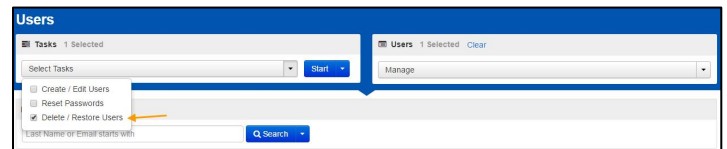
1. To manually restore user accounts, from the Home page, under **Setup**, select **Users**.



2. Use the **Account Status** filter on the left-hand side to search for only accounts that are deleted.



3. Select the checkmark next to the username(s) and select the dropdown menu to the left of the Start button and select **Delete/Restore**. Select **Start**.



4. Select the checkbox next to the username(s) and select **Delete/Restore**.

Delete / Restore Users [Delete / Restore](#) [Reset](#)

<input type="checkbox"/>	Username*	First Name*	Last Name*	Email*	Disable Date	Disable Reason	Delete Date	Active End Date	Active Begin Date
<input checked="" type="checkbox"/>	TMSTesting ⓘ ✖	Sara	Snuggs	sara.snuggs@pearson.com			11/10/2016		

*Required

[Delete / Restore](#) [Reset](#)