Deactivate, Reactivate, Delete Membership

These instructions are meant for the administrators who use Servas Online to manage membership deactivation and reactivation as well as deletion of membership data.

A member may be deactivated at his/her own request (e.g. he/she is not able to host for a while), or by Servas (e.g. if the member fails to renew his/her membership, or the member cannot be reached based on the contact information provided). This can be reversed easily by Reactivating the membership. You can select members to be deactivated based on member identification or based on membership expiration dates.

A member may request that his/her own data be deleted. Some countries may decide to delete member data after several years of inactivity.

<u>Note</u>: Before deactivating a member, you might consider adding a comment in the **Servas Key Use** field of the **Private Comments & Notes** section of the member profile. This comment can reflect the reason for deactivation.

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<u>Reminder:</u> Your screen may look different from the figures here; the view may vary, depending on the device you use (e.g. computer, laptop, phone) or your browser (e.g. Chrome, Safari, etc.).

1. Membership Deactivation (search using member identification)

To deactivate members based on **Membership expiration date**, see **Membership Deactivation** (based on membership expiration dates) below.

1.	Select Visit Admin Page and then click on Members Administration. The button will become red to indicate that you are viewing this page. Search for a specific member using the member Search options.	
3.	Alternately, you can sort the list and scroll to the relevant member entry.	
4.	For each member that is to be deactivated, select the checkbox at the right end of the listing (alongside the Deactivated? column).	mission date Desctivated? Select All 2 Jul 2018 No I 3 Sep 2018 No I
5.	Click on the red [Deactivate selected] button at the bottom of the list.	Deactivate selected
6.	Answer [OK] to verify that these members are to be deactivated.	WARNING Are you sure you want to deactivate those members ?
7.	Check that the Deactivated? field indicates that the members are deactivated. <u>Note:</u> See Deactivation Status Information below to view and print the full report.	OK Annuler Applicant deactivated Successfully

Membership Deactivation (based on membership expiration dates)

To deactivate based on member details, country, region, sub-region and additional fields see **Membership Deactivation (search using member identification)** above.

1. Select Visit Admin Page and then click on Renewals . The button will become red to indicate that you	INTERNATIONAL	1	Applications <mark>Renewals</mark> eStamps #	4embers Administration	& <u>Visit F</u> Reactivate Members	nd Member Page & Logout Delete inactive members
are viewing the kenewais screen.	Renewals Last Name	First Name	Nom	Expiration Date Start date End date		Submit Reset
	Edit Renevat Username	First Name Last Name	Country Region	Sous-région Servas	Membership Expiration Date 31 Dec 2020 31 Jan 2021	Fee Currency Deactivate 0 0 0 80 0 0 90 0 0
 To sort the list by expiration date, click on the Membership 						
Expiration Date . The arrow alongside the column heading	Sous	-région Servas	Membership Exp Date∡	iration Fee	Currency	Deactivate
indicates the direction of the sort.			31 Dec 2020			
			31 Jan 2021	80		
 To search for a subset of members whose membership Expiration Date has passed, type in the relevant End date and click on [Submit]. 	Renewals	I	Applications <mark>Renewals</mark> estamps M	entbers Administration I	<mark>▲ Visit Finc</mark> Reactivate Members D	IMember Page @Logout elete inactive members
<u>Note:</u> To view a specific member, type the Last Name, First Name or	Last Name	First Name	Nom	Expiration Date Start date End date	S	ubmit Reset
Username (Nom) and click [Submit].	Edit Renewal Username	First Name Last Name	Country Region	Sous-région Servas	Membership Expiration Date _ 31 Dec 2020	Fee Currency Deactivate
To return to the full list, click on [Reset] .					31 Jan 2021	80

4.	Select the Deactivate checkbox alongside the relevant member				
	entries (Multiple members can be selected for deactivation at once).	Membership Expiration Date	Fee	Currency	Deactivate
		31 Dec 2020			
		31 Jan 2021	80		
5.	To finalize deactivation of the selected members, click on the [Deactivate] button at the bottom of the list.	Deactivate			
6.	To verify deactivation, check				
	Renewal, Deactivation and				
	explained below.				
	Note: For instructions regarding				
	reactivation of a member see				
	Membership Reactivation below.				
	This might be relevant if you find				
	by mistake.				

3. Reactivate a Member

		NUMAX -				
1.	Select Visit Admin Page and then click on Reactivate Members. The button will become red to indicate that you are viewing the Reactivate Members screen.	Reactivate First Name	Members	n billion Lafken Dire cash Mina billion	Control Surveyord Mathema Addition Mathema Addition ensume Image: Control of the particular Prantice Image: Control of the particular Prantice State particular Prantice State particular Prantice Francis State State particular Prantice State particular Prantice State particular Prantice	and adda and the second and and adda and the second and adda and the second and adda adda adda adda adda adda a ad adda adda adda adda a adda adda a adda adda adda adda adda a adda adda a adda adda a adda adda a adda adda a adda adda a adda adda
2.	Scroll to the relevant deactivated member or find a specific member.					
3.	You can use the Last Name, First Name or Username and click [Submit] <u>Note:</u> Click on [Reset] to return to the full list of deactivated members.					
4.	Click on the pen to the left of the relevant Username field.	Rea First Nam	ctivate Mem ^{1e} Reset	bers	Last Name Farget	
		\sim	Username F	First Name Louis	Last Name FARGET	Country France
5.	Select the [Admitted] checkbox and then click [Save].		ID First Name Last Name Email Prone number Country State://Reigion Sub-Ingion Interviewer Scheaule Meeting Actual Meeting Actual Meeting Membership Expiration Date Role Deactivated on User Notes	μ Losis FatCa 104 Daring group homal cont Pance Object-Advergine-Rhone Appen Rine Street 10 Dec 205 13 Dec 205 13 Dec 800 - Day Host Orly - Ly eb 207	N Host N Traveller	

6.	Within the Members										And Hill Roots	Applications 1	lenewals eStemps Hembers
	Administration page, search for	Standa Search options	rd Membe	ərs									
	the member by Last Name,	F France					FARGE Select region		•	email Select sub-region		•	eStamp Member type
	Username or Email and click	Gender	ons			•	Age		•	Language Spoken		*	
	[Search].	✓ Search											
	The Admisson date now reflects	Saved query Saved query				٣	Search						
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							1						

4. Delete an Inactive member

<u>Remember:</u> Deletion from the Database is permanent & you won't be able to retrieve the data.

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1.	the section of the section							
	then click on Delete Inactive	SELVOS INTERNATIONAL			Applications Renewa	ls eStamps Members Administra	ation Reactivate Members	Delete inactive members
	members.	Delete Inactiv	vo Momboro		Apuda			
		First Name	Last Name		Username	Country		
						C - Any -		•
2.	Scroll to find the member entry.							
	, To find the listing more easily							
	sort the list by clicking on the							
	Desetiveted data solution		Deactivated	Deactivated date	Dead	tivated by		
			Yes	24 Jan 2017	Kina	1		
	heading		Yes	24 Jan 2017	Kina	I		
	The small arrow points upwards		Yes	14 Feb 2017	Fran	ceSer.ras _{ko} l (*		
	to indicate that the list is sorted		Yes	14 Feb 2017	E.a.	CoServasie 1		
	from the oldest date to the		Yes	14 Feb 2017	F			
	newest date.							
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3.	To find Type in the member Last							
	Name, First Name or Username	Delete In	nactive Member	rs				I
	and click [Submit].	First Name		Last Name		Username		
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		Submit	leset					1
Λ	To initiate deleting the member							
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	account including ALL the							
	account including ALL the							
	account including ALL the member data, click on the	Usernan	ne Fi	rst Name	Last Name	Country	Deactivated	Deactivated dat
	account including ALL the member data, click on the Dustbin to the left of the	Usernan Frances	ne Fi Servasi812 C	rst Name orinne	Last Name Lhoir	Country France	Deactivated Yes	Deactivated dat
	account including ALL the member data, click on the Dustbin to the left of the relevant Username field.	Usernan Frances Frances	ne Fi Servasi812 C Servasi811 JJ Servasi433 M	rst Name orinne ean Michel turiel	Last Name Lhoir Lhoir Arnold	Country France France France	Deactivated Yes Yes Yes	Deactivated dat 24 Jan 2017 24 Jan 2017 14 Feb 2017
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5. Delete Multiple Inactive Members

It is possible to delete multiple accounts at once but we recommend deleting one member at a time as explained above. This insures that membership data is not deleted by mistake. <u>Remember:</u> **Deletion from the Database is permanent & you won't be able to retrieve the data**.

1	Select Visit Admin Page and				
1.	then dick on Delete Inective	Deactivated	Deactivated date	Deactivated by	
	Manakana	Yes	14 Feb 2017	FranceServas1	8
	wempers.	Yes	14 Feb 2017	FranceServas1	
2.	For each member whose	Yes	14 Feb 2017	FranceServas1	
	account is to be deleted, select	Yes	14 Feb 2017	FranceServas)	
	the checkboxes alongside the	Ves	14 Feb 2017	FranceServasi	
	Deactivated by column.		1,100 201/		
3.	Click on Choose an operation and select Cancel user account. Click on [Execute].	Operations - Choose an o - Choose an o Cancel user ad Userna	peration Execute peration - coount me		
5.	ALWAYS select the Delete the account and its content option. Click on [Next]	Delete Inac When cancelling these if Disable the account a Disable the account ar Delete the account ar Delete the account ar Next Cancel	tive Members accounts nd keep its content. nd unpublish its content. Id make its content belong to the Anonya Id its content	nous user.	
7.	To avoid deleting an account	Are you sure y	ou want to perform Cand	cel user account on th	e selected items?
	by mistake, carefully check that	You selected the fol	lowing 5 items:		
	the members listed are those	PAIL!S Charlotte Mich 'st Antoine			
	whose data is to be permanently deleted.	Roul Bénédicte PERRU LT Hélène Anul 11 Muriel Confirm			
8.	You can click on [Cancel] to				
	avoid deleting the wrong	Car	ncel		
	membership account or on				
	[Confirm] to finalize the				
	deletion process.	Performed	d Cancel user account	on 5 items.	
<u>No</u> Sta	te: See Renewal and Deletion Itus Information below.				

6. Renewal and Deletion Status Information

1. 2.	Scroll to the bottom of the Renewals page to see the list of Renewed members and Deleted members . To view the report, click [Print Report]	Major Updates of Renewals Renewed members Username, country & region, eStamp, Date of renewal Deleted members Username, country & region, eStamp, Date of renewal
		Print report
3.	The PDF format report file includes a list of Renewed members and Deactivated members This report can be saved or printed.	

7. Deactivation Status Information

1.	Scroll to the bottom of the Members Administration page to see the list of deactivated members. To view the report, click [Print Report] .	Deactivation report Print report
3.	The PDF format report can be saved and then printed.	member-deschiete-get get - Adote Acode Reader DC Field Verw Wrides Weide Field Verw Wrides Wides Field Verw Wrides Field Ver
4.	The Reactivate Members page lists each deactivated member including the Deactivated date as well as Deactivated by (the username of the coordinator who deactivated the member)	Applications Reserveds eStange Members Administration Members Reserveds Members Fail Name Uservane Country Fair