

# 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.

**Note:** 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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**Reminder:** 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.).

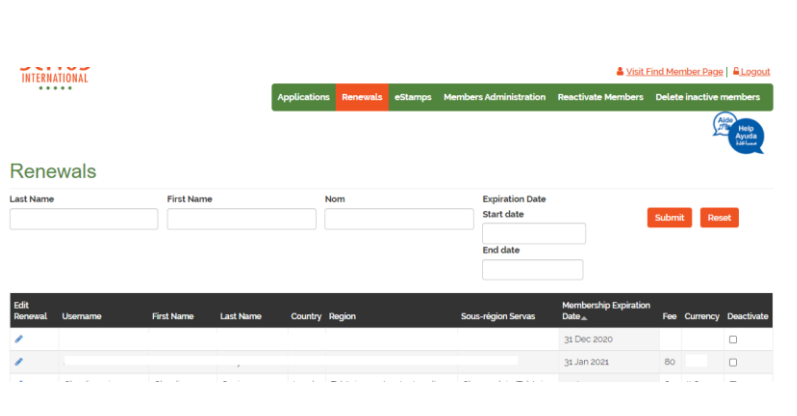
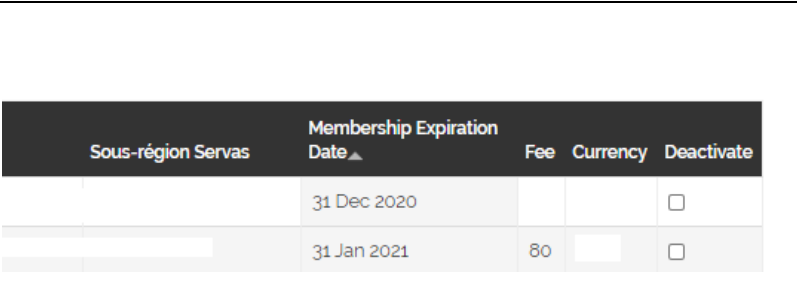
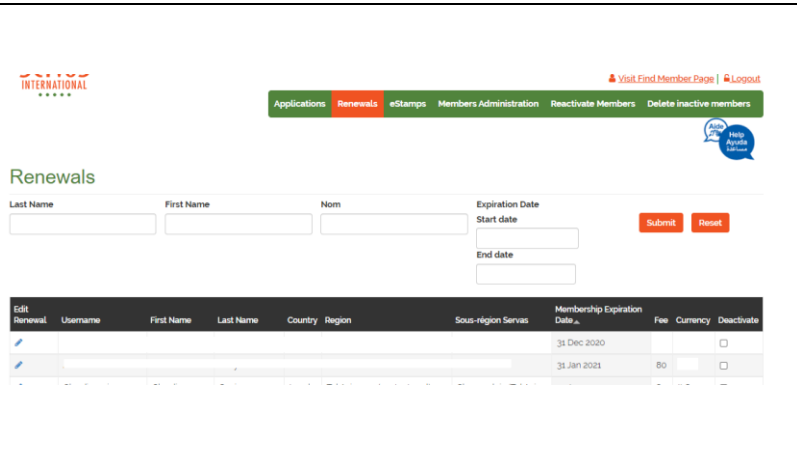
# 1. Membership Deactivation (search using member identification)


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

<ol style="list-style-type: none"> <li>1. Select <b>Visit Admin Page</b> and then click on <b>Members Administration</b>. The button will become red to indicate that you are viewing this page.</li> <li>2. Search for a specific member using the member <b>Search options</b>.</li> <li>3. Alternately, you can sort the list and scroll to the relevant member entry.</li> </ol>	
<ol style="list-style-type: none"> <li>4. For each member that is to be deactivated, select the checkbox at the right end of the listing (alongside the <b>Deactivated?</b> column).</li> <li>5. Click on the red <b>[Deactivate selected]</b> button at the bottom of the list.</li> </ol>	
<ol style="list-style-type: none"> <li>6. Answer <b>[OK]</b> to verify that these members are to be deactivated.</li> <li>7. Check that the <b>Deactivated?</b> field indicates that the members are deactivated. <u>Note:</u> See <b>Deactivation Status Information</b> below to view and print the full report.</li> </ol>	

## 2. 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.

<p>1. Select <b>Visit Admin Page</b> and then click on <b>Renewals</b>. The button will become red to indicate that you are viewing the <b>Renewals</b> screen.</p>	 <p>The screenshot shows the 'Renewals' page with search filters for Last Name, First Name, Nom, Expiration Date (Start date, End date), and buttons for Submit and Reset. Below the filters is a table with columns: Edit, Renewal, Username, First Name, Last Name, Country, Region, Sous-région Servas, Membership Expiration Date, Fee, Currency, and Deactivate. Two rows are visible in the table.</p>
<p>2. To sort the list by expiration date, click on the <b>Membership Expiration Date</b>. The arrow alongside the column heading indicates the direction of the sort.</p>	 <p>This close-up shows the table header with 'Membership Expiration Date' highlighted and a downward arrow next to it, indicating that the list is sorted by this column in descending order.</p>
<p>3. To search for a subset of members whose membership <b>Expiration Date</b> has passed, type in the relevant <b>End date</b> and click on <b>[Submit]</b>.</p> <p><b>Note:</b> To view a specific member, type the <b>Last Name, First Name</b> or Username (<b>Nom</b>) and click <b>[Submit]</b>.</p> <p>To return to the full list, click on <b>[Reset]</b>.</p>	 <p>The screenshot shows the 'Renewals' page with the 'End date' filter set to a date in the past. The 'Submit' button is highlighted in red, indicating that the search has been executed. The table below shows the results of the search.</p>

<p>4. Select the <b>Deactivate</b> checkbox alongside the relevant member entries (Multiple members can be selected for deactivation at once).</p>	<table border="1"> <thead> <tr> <th>Membership</th> <th>Expiration Date</th> <th>Fee</th> <th>Currency</th> <th>Deactivate</th> </tr> </thead> <tbody> <tr> <td></td> <td>31 Dec 2020</td> <td></td> <td></td> <td><input type="checkbox"/></td> </tr> <tr> <td></td> <td>31 Jan 2021</td> <td>80</td> <td></td> <td><input type="checkbox"/></td> </tr> </tbody> </table>	Membership	Expiration Date	Fee	Currency	Deactivate		31 Dec 2020			<input type="checkbox"/>		31 Jan 2021	80		<input type="checkbox"/>
Membership	Expiration Date	Fee	Currency	Deactivate												
	31 Dec 2020			<input type="checkbox"/>												
	31 Jan 2021	80		<input type="checkbox"/>												
<p>5. To finalize deactivation of the selected members, click on the <b>[Deactivate]</b> button at the bottom of the list.</p>	<div style="text-align: center;">  </div>															
<p>6. To verify deactivation, check <b>Renewal, Deactivation and Deletion Status Information</b> as explained below.</p> <p><b>Note:</b> For instructions regarding reactivation of a member see <b>Membership Reactivation</b> below. This might be relevant if you find you have deactivated a member by mistake.</p>																

### 3. Reactivate a Member

<ol style="list-style-type: none"> <li>1. Select <b>Visit Admin Page</b> and then click on <b>Reactivate Members</b>. The button will become red to indicate that you are viewing the <b>Reactivate Members</b> screen.</li> <li>2. Scroll to the relevant deactivated member or find a specific member.</li> <li>3. You can use the <b>Last Name, First Name</b> or <b>Username</b> and click <b>[Submit]</b> <b>Note:</b> Click on <b>[Reset]</b> to return to the full list of deactivated members.</li> </ol>	
<ol style="list-style-type: none"> <li>4. Click on the pen to the left of the relevant <b>Username</b> field.</li> </ol>	
<ol style="list-style-type: none"> <li>5. Select the <b>[Admitted]</b> checkbox and then click <b>[Save]</b>.</li> </ol>	

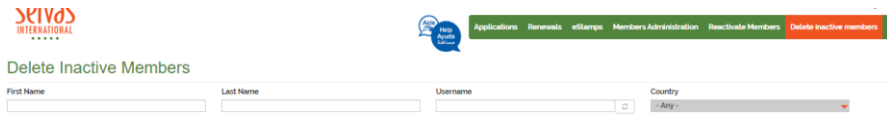
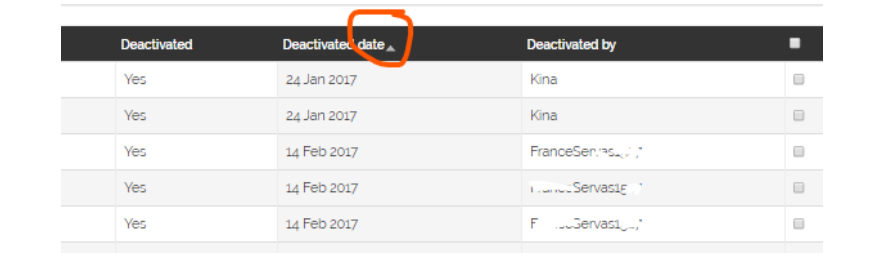
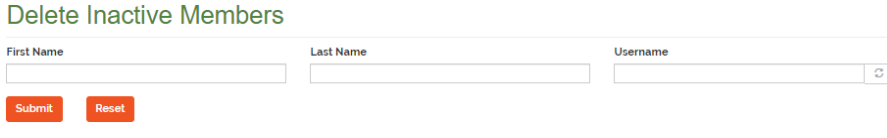
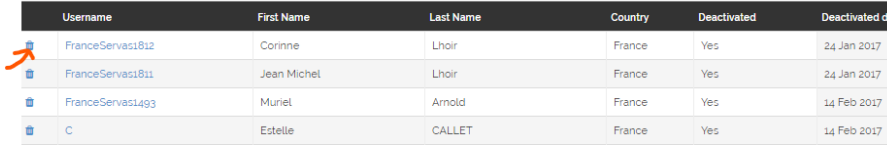
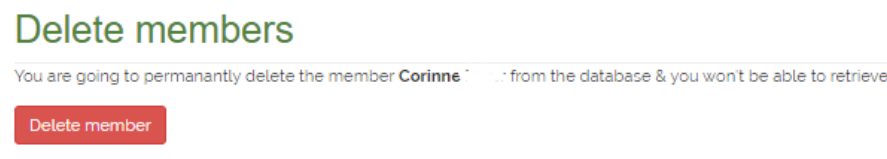

6. Within the **Members Administration** page, search for the member by **Last Name, Username or Email** and click **[Search]**.

The **Admission date** now reflects the reactivation date.

The screenshot shows the 'Standard Members' search interface. At the top right, there are navigation tabs for 'Applicants', 'Members', 'Admits', and 'Members'. Below this, the title 'Standard Members' is displayed. The search options section includes several input fields: a search field with a magnifying glass icon, a 'FIND' field, an 'email' field, and an 'idnumber' field. There are also dropdown menus for 'Gender', 'Select region', 'Select sub-region', 'Age', 'Language System', and 'Member type'. A 'More Options' button is located below these fields. A red 'Search' button is positioned below the search options. Below the search options, there is a 'Select query' dropdown menu with a 'Select' button, and a 'Query name' input field with a 'Save query' button. At the bottom, a table header is visible with columns: 'Complete Profile', 'Username', 'Full Name (Last Name)', 'Last Name', 'Threats assigned', 'Email', 'Country', 'State/Province/Region', 'Admission sub-region', 'Member Type', 'Date', and 'Date Rec'. The table content is mostly obscured by a dark overlay.

## 4. Delete an Inactive member

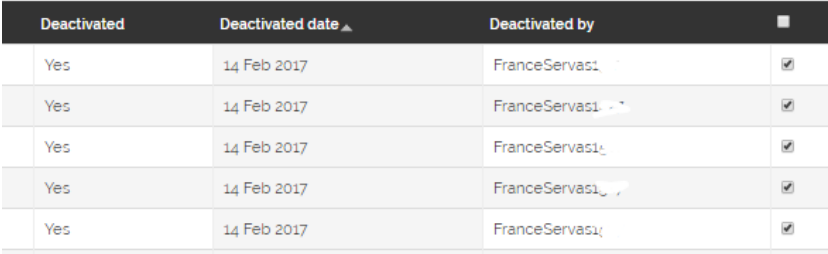
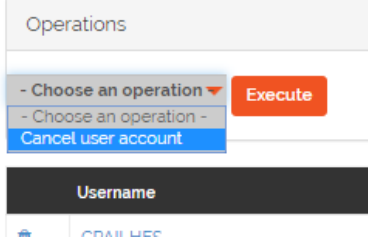
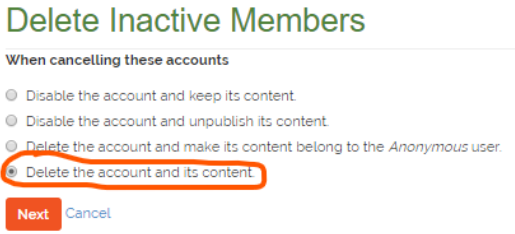
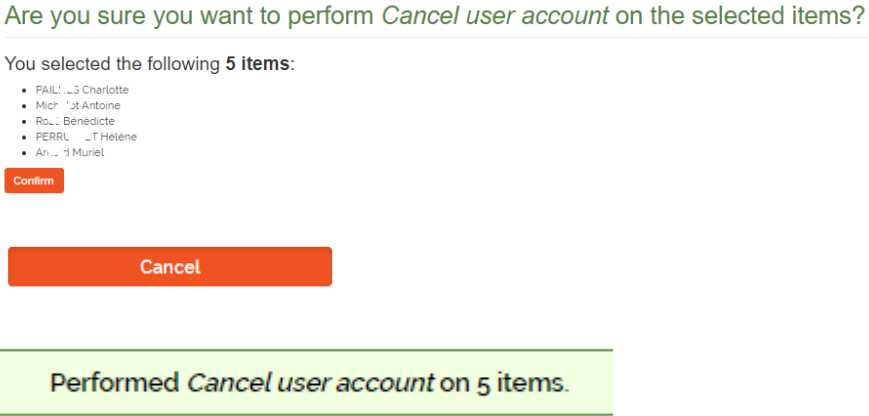
**Remember:** *Deletion from the Database is permanent & you won't be able to retrieve the data.*

<p>1. Select <b>Visit Admin Page</b> and then click on <b>Delete Inactive members</b>.</p>	
<p>2. Scroll to find the member entry. To find the listing more easily, sort the list by clicking on the <b>Deactivated date</b> column heading. The small arrow points upwards to indicate that the list is sorted from the oldest date to the newest date.</p>	
<p>3. To find Type in the member <b>Last Name, First Name or Username</b> and click <b>[Submit]</b>.</p>	
<p>4. To initiate deleting the member account including ALL the member data, click on the <b>Dustbin</b> to the left of the relevant <b>Username</b> field.</p>	
<p>5. Check very carefully that you are deleting the correct member account.</p> <p>6. To finalize the deletion process, click <b>[Delete member]</b>. Check that the member is no longer listed.</p>	
<p>7. To view and print the Deactivation report, See <b>Deactivation Status Information</b> below.</p>	

## 5. Delete Multiple Inactive Members

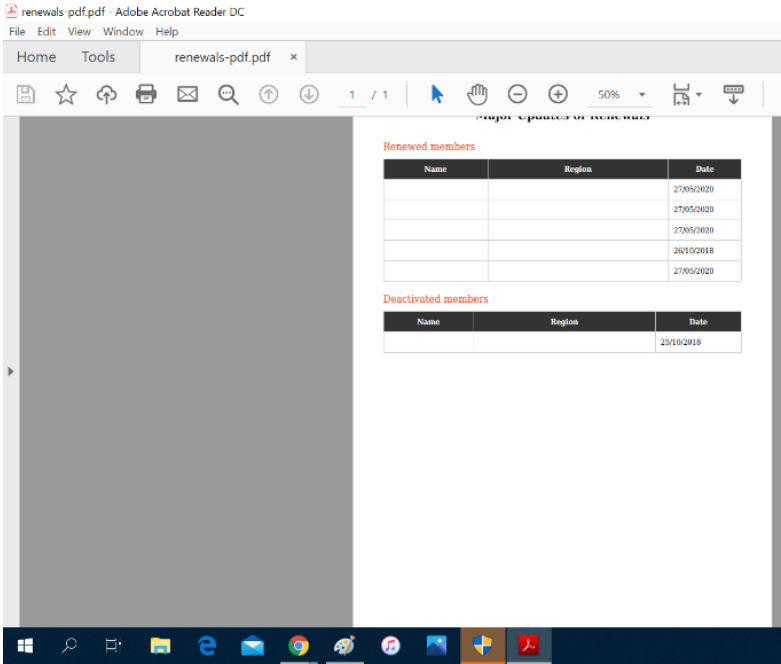
It is possible to delete multiple accounts at once but we recommend deleting one member at a time as explained above. This insures that membership data is not deleted by mistake.

**Remember:** *Deletion from the Database is permanent & you won't be able to retrieve the data.*


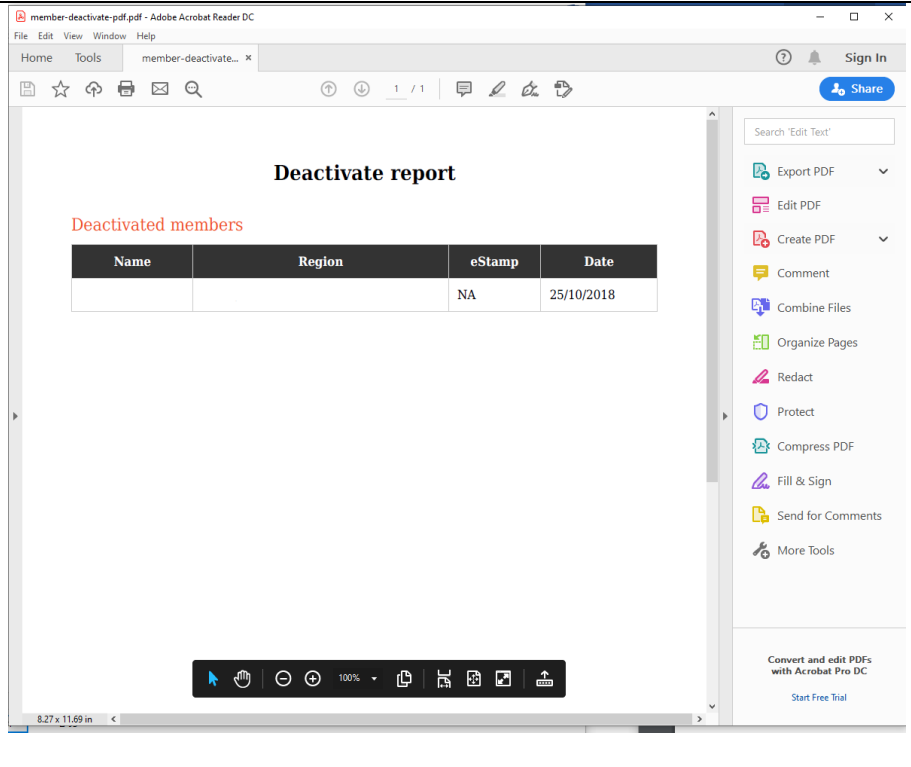
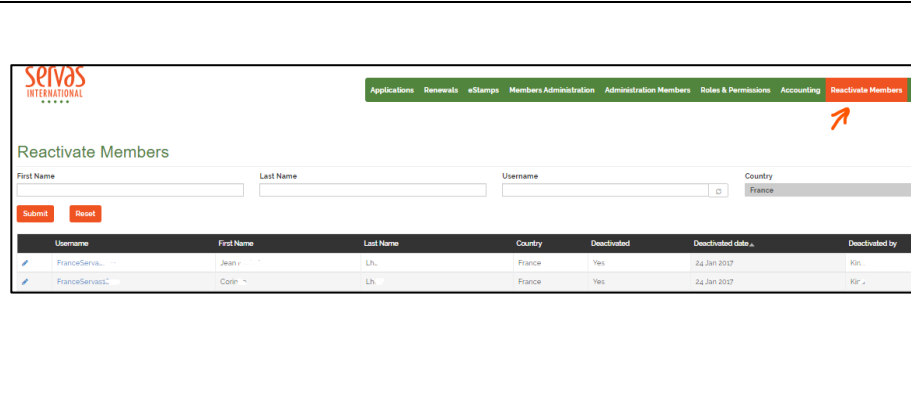
<ol style="list-style-type: none"> <li>1. Select <b>Visit Admin Page</b> and then click on <b>Delete Inactive Members</b>.</li> <li>2. For each member whose account is to be deleted, select the checkboxes alongside the <b>Deactivated by</b> column.</li> </ol>	
<ol style="list-style-type: none"> <li>3. Click on <b>Choose an operation</b> and select <b>Cancel user account</b>.</li> <li>4. Click on <b>[Execute]</b>.</li> </ol>	
<ol style="list-style-type: none"> <li>5. ALWAYS select the <b>Delete the account and its content</b> option.</li> <li>6. Click on <b>[Next]</b></li> </ol>	
<ol style="list-style-type: none"> <li>7. To avoid deleting an account by mistake, carefully check that the members listed are those whose data is to be permanently deleted.</li> <li>8. You can click on <b>[Cancel]</b> to avoid deleting the wrong membership account or on <b>[Confirm]</b> to finalize the deletion process.</li> </ol> <p><b>Note:</b> See <b>Renewal and Deletion Status Information</b> below.</p>	



## 6. Renewal and Deletion Status Information

<ol style="list-style-type: none"><li>1. Scroll to the bottom of the <b>Renewals</b> page to see the list of <b>Renewed members</b> and <b>Deleted members</b>.</li><li>2. To view the report, click <b>[Print Report]</b></li></ol>	<hr/> <h3>Major Updates of Renewals</h3> <p><b>Renewed members</b> Username, country &amp; region, eStamp, Date of renewal</p> <p><b>Deleted members</b> Username, country &amp; region, eStamp, Date of renewal</p> <p><a href="#">Print report</a></p>																								
<ol style="list-style-type: none"><li>3. The <b>PDF</b> format report file includes a list of <b>Renewed members</b> and <b>Deactivated members</b> This report can be saved or printed.</li></ol>	 <p>renewals.pdf - Adobe Acrobat Reader DC</p> <p>File Edit View Window Help</p> <p>Home Tools renewals.pdf x</p> <p>1 / 1 50%</p> <p><b>Renewed members</b></p> <table border="1"><thead><tr><th>Name</th><th>Region</th><th>Date</th></tr></thead><tbody><tr><td></td><td></td><td>27/05/2020</td></tr><tr><td></td><td></td><td>27/05/2020</td></tr><tr><td></td><td></td><td>27/05/2020</td></tr><tr><td></td><td></td><td>26/10/2018</td></tr><tr><td></td><td></td><td>27/05/2020</td></tr></tbody></table> <p><b>Deactivated members</b></p> <table border="1"><thead><tr><th>Name</th><th>Region</th><th>Date</th></tr></thead><tbody><tr><td></td><td></td><td>25/10/2018</td></tr></tbody></table>	Name	Region	Date			27/05/2020			27/05/2020			27/05/2020			26/10/2018			27/05/2020	Name	Region	Date			25/10/2018
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## 7. Deactivation Status Information

<ol style="list-style-type: none"> <li>1. Scroll to the bottom of the <b>Members Administration</b> page to see the list of deactivated members.</li> <li>2. To view the report, click <b>[Print Report]</b>.</li> </ol>																						
<ol style="list-style-type: none"> <li>3. The <b>PDF</b> format report can be saved and then printed.</li> </ol>																						
<ol style="list-style-type: none"> <li>4. The <b>Reactivate Members</b> page lists each deactivated member including the <b>Deactivated</b> date as well as <b>Deactivated by</b> (the username of the coordinator who deactivated the member)</li> </ol>	 <table border="1"> <thead> <tr> <th>Username</th> <th>First Name</th> <th>Last Name</th> <th>Country</th> <th>Deactivated</th> <th>Deactivated date</th> <th>Deactivated by</th> </tr> </thead> <tbody> <tr> <td>FranceServ...</td> <td>Jean</td> <td>LH.</td> <td>France</td> <td>Yes</td> <td>24 Jan 2017</td> <td>Kir</td> </tr> <tr> <td>FranceServ...</td> <td>Corin</td> <td>LH.</td> <td>France</td> <td>Yes</td> <td>24 Jan 2017</td> <td>Kir</td> </tr> </tbody> </table>	Username	First Name	Last Name	Country	Deactivated	Deactivated date	Deactivated by	FranceServ...	Jean	LH.	France	Yes	24 Jan 2017	Kir	FranceServ...	Corin	LH.	France	Yes	24 Jan 2017	Kir
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