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.

Contents

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.).
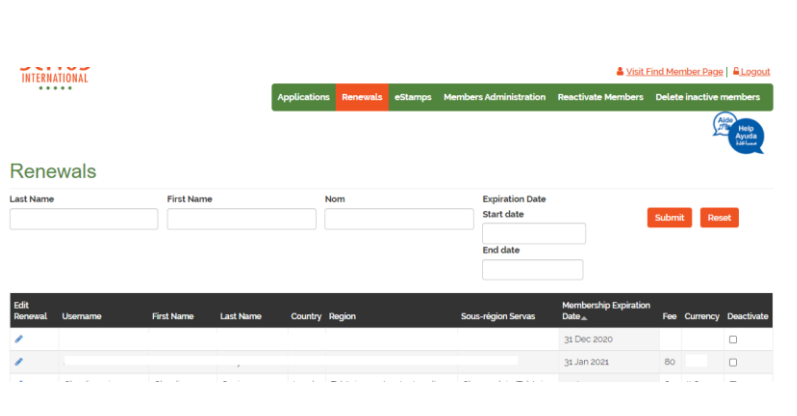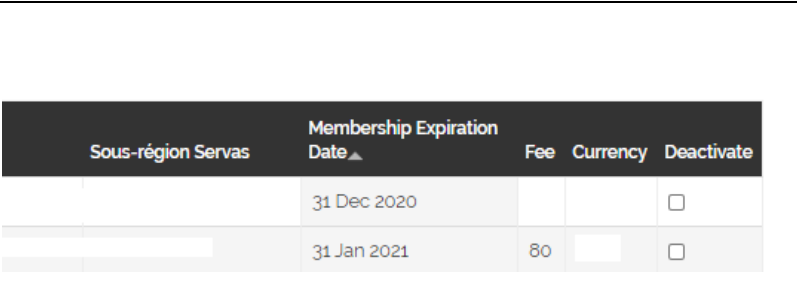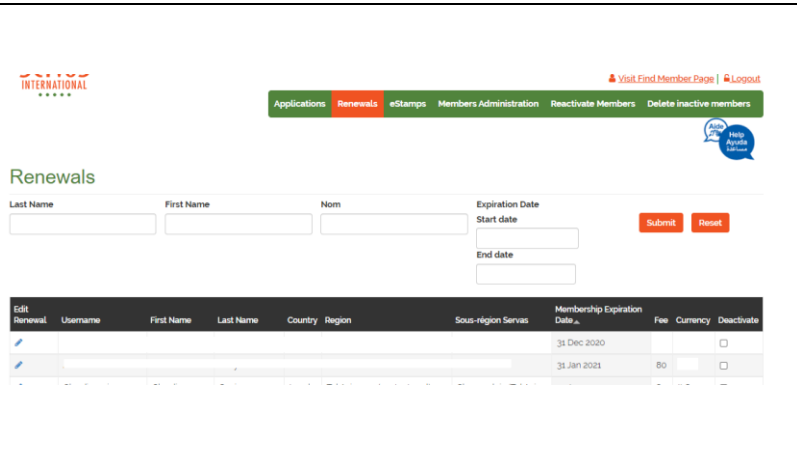
1. Membership Deactivation (search using member identification)

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

1. Select **Visit Admin Page** and then click on **Members Administration**. The button will become red to indicate that you are viewing this page. 2. 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). 5. Click on the red **[Deactivate selected]** button at the bottom of the list.	
6. Answer [**OK**] to verify that these members are to be deactivated. 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.	

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.

1. Select **Visit Admin Page** and then click on **Renewals**. The button will become red to indicate that you are viewing the **Renewals** screen.	
2. To sort the list by expiration date, click on the **Membership Expiration Date**. The arrow alongside the column heading indicates the direction of the sort.	
3. To search for a subset of members whose membership **Expiration Date** has passed, type in the relevant **End date** and click on **[Submit]**. **Note:** To view a specific member, type the **Last Name, First Name** or Username **(Nom)** and click **[Submit].** To return to the full list, click on **[Reset]**.	

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 Deletion Status Information** as explained below. **Note:** For instructions regarding reactivation of a member see **Membership Reactivation** below. This might be relevant if you find you have deactivated a member by mistake.	

3. Reactivate a Member

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. 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]** **Note:** 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.	
5. Select the [**Admitted**] checkbox and then click [**Save**].	
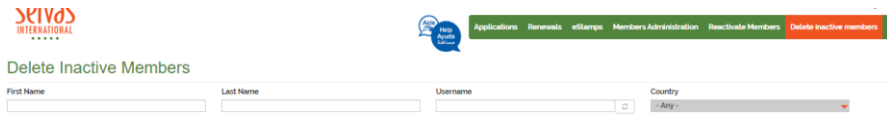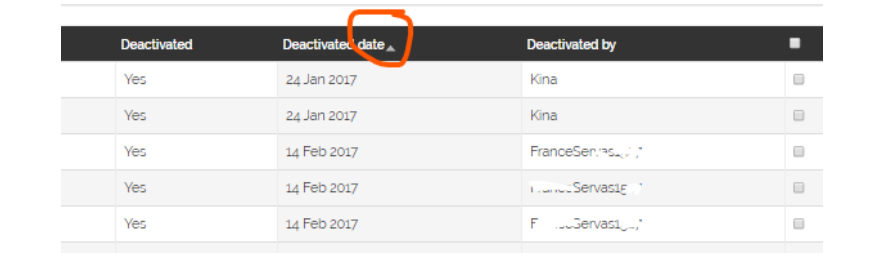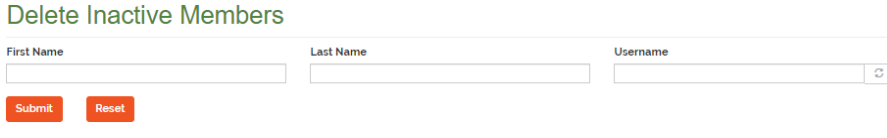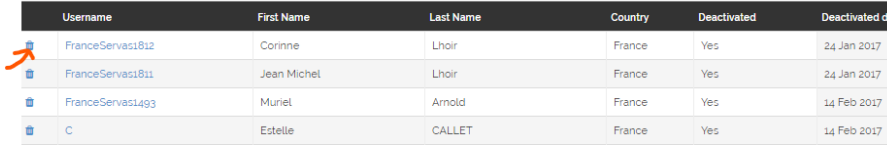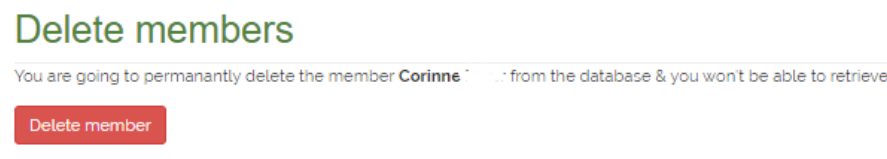
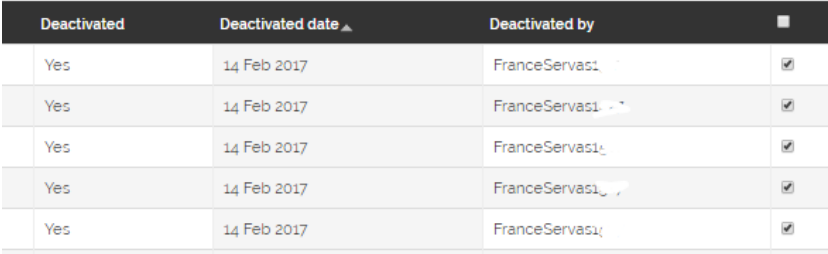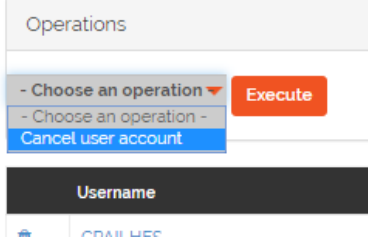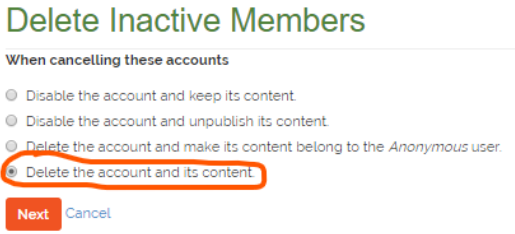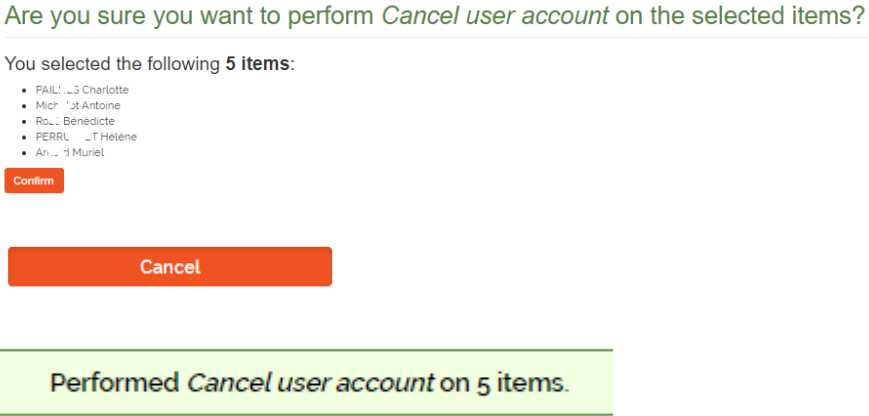|	
6. Within the **Members Administration** page, search for the member by **Last Name, Username** or **Email** and click **[Search]**. The **Admisson date** now reflects the reactivation date.	

4. Delete an Inactive member

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

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

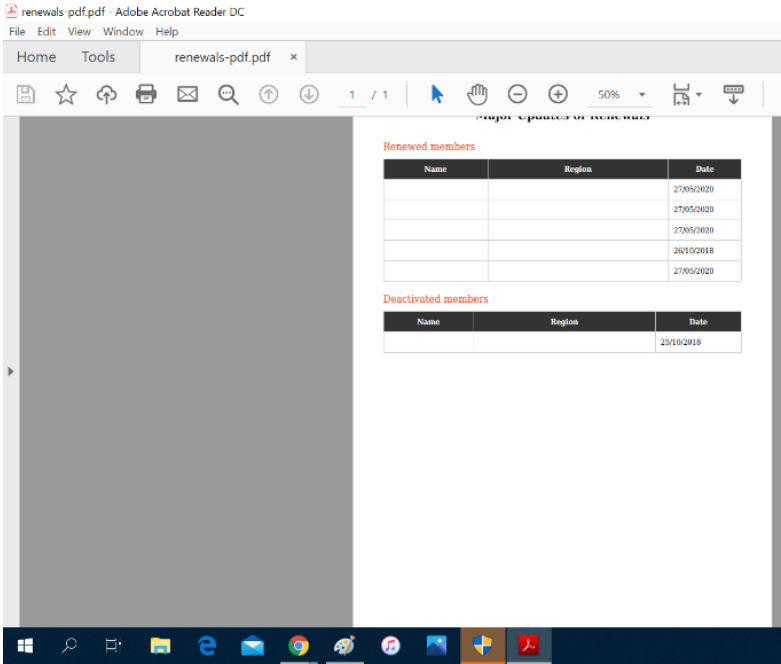# 5. Delete Multiple Inactive Members

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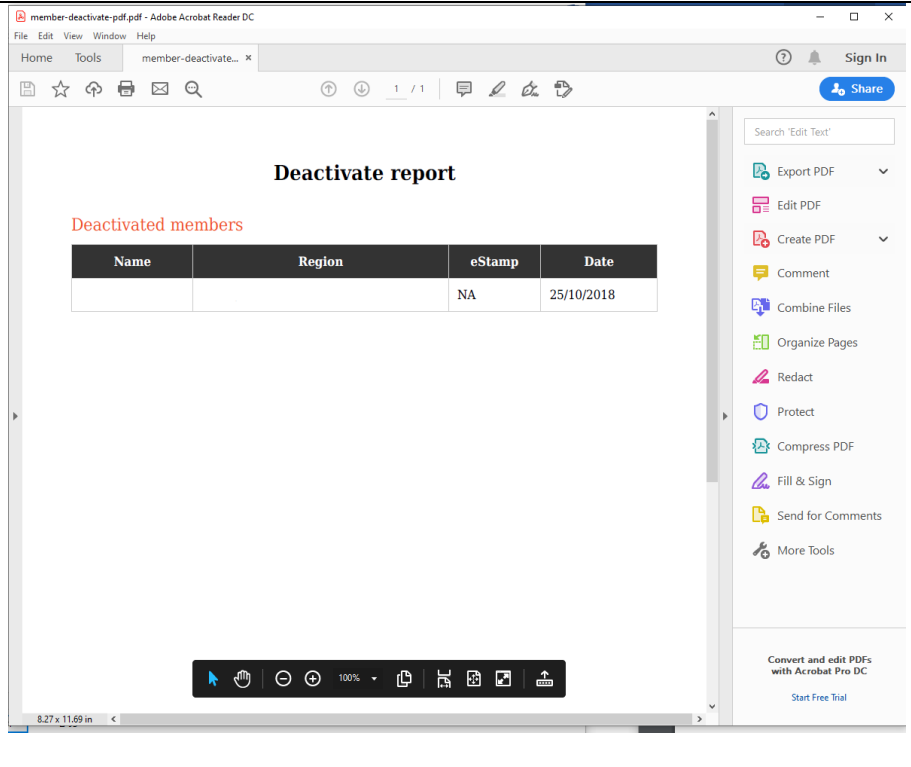Remember: **Deletion from the Database is permanent & you won't be able to retrieve the data**.

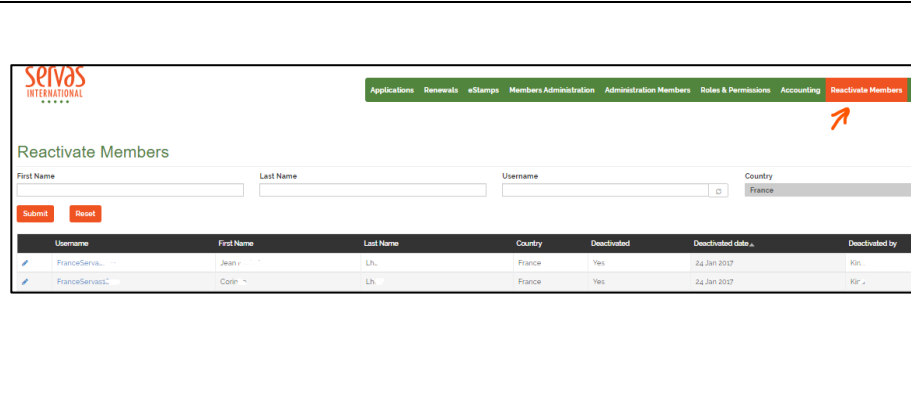|	
1. Select **Visit Admin Page** and then click on **Delete Inactive Members**. 2. For each member whose account is to be deleted, select the checkboxes alongside the **Deactivated by** column.	
3. Click on **Choose an operation** and select **Cancel user account.** 4. Click on [**Execute**].	
5. ALWAYS select the **Delete the account and its content** option. 6. Click on [**Next**]	
7. To avoid deleting an account by mistake, carefully check that the members listed are those whose data is to be permanently deleted. 8. You can click on [**Cancel**] to avoid deleting the wrong membership account or on [**Confirm**] to finalize the deletion process. **Note:** See **Renewal and Deletion Status Information** below.	

6. Renewal and Deletion Status Information

1. Scroll to the bottom of the **Renewals** page to see the list of **Renewed members** and **Deleted members**. 2. 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. 2. To view the report, click **[Print Report]**.	**Deactivation report** **Print report**
3. The **PDF** format report can be saved and then printed.	
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)	