

Knowledge base > Administration > Tips & Tricks > Clear active users

Clear active users

David Berg - 2024-03-25 - Tips & Tricks

In this help article you will learn the different ways to clear active users in your system!

Note

- What is an active user?
- Delete Users
- Proactive solution: Expiration (days)
- <u>Change Expiration</u>
- <u>Reports</u>
- Proactive solution: Anonymization
- Proactive solution: Integrations
- Back Office
- Service: We can help you!

What is an active user?

An active user is a user who has access to a course. Access to a course is indicated when the course appears in the participant's "My Courses".

For example, if a participant has one course in their "My Courses", they are considered active. Which means that if a participant doesn't have any courses in their "My Courses," they are not considered an active user.

A user with access to more than one course is still counted as one active user. Therefore, even if a user has access to three courses, they are still considered one active user.

Delete users

One way to clear active users is by deleting users from the admin view. This can be done by clicking on the specific user profile, then deleting the user's participation in different projects, and finally deleting the user.

Note: When deleting the user, they will be completely removed from the system, and restoration will not be possible. Also when removing/deleting a user from the participant list in a project their statistics from that specific project will be removed and not be shown in future reports.

Learnifier	Dashboard Projec	ts Users v L	ibrary 🔻 Repo	orts Automat	ions Settings 🔻		Gå till 👻	Q 🌲	9 8	🛕 Demo
	USER Demo Este Edit User Re	Er	Set Password	Delete						
Email	ester.ande	rsson+demo@le	earnifier.com		Mobile Phone	+467	91008191			
Email verified	Yes				Company	Learn	nifier			
Language	svenska				Department	Custo	omer Success			
Username	Not set				Country	Swed	len			
API User Id	6d2d8e10-	6ffe-44dc-91c1	-28a64ab1a41	a						
Organization	Not set									
Locked	No									
Last login	onsdag 16 au sommartid	ugusti 2023 11:4	6:55 centraleu	ropeisk						
PARTICIPATIONS OR	RG DETAILS ROLES PRO	DJECT ROLES GRC	OUPS NOTIFICAT	ION SETTINGS	AWARDS					
PROJECT NAME	†↓ S1	TATUS 📬 /	AWARDS 👔	CERT EXP	↓ INVITED ↑↓	LAST EMAIL 1	LAST SEEN 1	USER ARCHIVED 11		
Cyber-security tro	aining In p	progress					7 aug. 2023	No	Re-enro	1
Introduction to Le	earnifier In p	progress					26 juni 2023	No	Re-enro	
Introduction to Le	earnifier for						5 · / 2002			

Proactive solution: Expiration (days)

One solution to prevent your Learnifier portal from accumulating active users in the future is by using the "Expiration (days)" function on your different projects. You can find the "Expiration (days)" function by clicking on the specific project and then clicking on "Settings".

Learnifier	ashboard Projects Users - Library - Reports Automations Settings	•	Go To 🔻	Q 🌲	•	🛕 Demo 🔻
	OVERVIEW PARTICIPANTS WAITLIST COURSE PAGE EVENTS ASSIGNMENTS	DETAILS COMMUNICATIONS	REPORTS SETTI	INGS		
	COURSE TITLE (LEARNER) CUSTOMER SUCCESS Playbook CREATED Demo Ester Tuesday, May 30, 2023 Demo Ester Tuesday, May 30, 2023 Edit course Preview Delete Copy					
Language	English (United States)					
Country	Sweden					
Time zone	Europe/Stockholm (Central European Standard Time)	Locations that observe Do will automatically adjust t	aylight Saving the time during	Time (DST) lis g DST.	ted above	ē
Calendar invitations	OFF					
Social features	OFF					
Show progress	ом ()					
User can archive	ом ()					
Managed by team	OFF					
Expiration (days)	30					
Participation limit	off					
						\bigcirc

This function, in practice, sets a time limit for participant access. For example, if you set the expiration to 30 days for a specific project, participant access will expire after 30 days.

Note: If a user still has access to additional courses beyond the project with set expiration, they will still be considered active.

Change Expiration

The Change Expiration function is useful if you want to control user access to specific courses. To remove access to a course and consequently deactivate a user, you can use the Change Expiration function.

For proactive use of this function:

- 1. Select the participants you want to adjust from the participant list.
- 2. Click on "Change expiration"

Learnifier	Dashboard Pro	ojects Users 🔻	Library 🔻	Reports	Automati	ons Settings	5 🔻			Go To 🔻	Q	۰	9	🚺 Dem	• •
	OVERVIEW	PARTICIPANTS	WAITLIST C	OURSE PAGE	EVENTS	ASSIGNMENTS	DETAILS	COMMUNIC	ATIONS F	REPORTS S	ETTINGS				
	Edit course	Preview	Delete Cop	y 💌											
음+ Individual	뿅 Group 🕐 U	Jpload													
Search for existing	g user in organization				¥										
First Name						Last Na	me								
Email															
Add participant															
Search participants	5	5				Select me	mbers in gr	roup						Ŧ	
Send Email Se	nd Text Chang	ge Expiration	Activate	dd to grou	p Move	Assign Seg	ments	te-enroll	Remove						
	NAME	†↓ INV	ITED 立	LAST EMAIL	L nj LA	ST SEEN 🌐	STATU	IS ∩↓ AV	VARDS 👔	CERT EXP					
					N	ot activated							Act	ions 🔻	
Showing 1 to 1 of 1 entr	ries											PREVI	OUS 1	NEXT	
										Dov	vnload pa	rticipan	t list as	Excel fil	

3. Select a date and time for when the access will be removed. If you want to immediately remove access, choose "Set expiration" and select yesterday's date and a time:

LEARNIFIER ACADEMY Dashba	and Projects Users - Library - Reports Automat ⁴ Ge To - Change Expiration X	Q	٠	🗣 👤 David -
	OVERVEEW INITION Set exploration Clear exploration Set exploration Concel Change			
	올r Individual 중 Group ④ Upload			
	Search for axiating user in organization			
	First Name Last Name			
	Emoil			
	Add participant			
	Search participants Select members in group	*		
	Send Email. Send Text. Change Expiration Activate Add to group Move Re-enroll Remove			
	NAME 1, INVITED 1, LAST EMAIL 1, LAST SEEN 1, STATUS 1, AWARDS 1, CERT EXP 1, 1,			
	🗹 🕑 🔲 David Berg Learnifier Support 3 days ago In progress 🚛 Actions -			
	Showing to 1 of 1 entries PREVIOUS 1 NEX Show 100 + entries	T		
	Download participant list as Excel	ile		

4. When a participant's access has expired, it will be indicated by a red marking to the left of the plus sign. You can see how this appears below:

LEARNIFIER ACADEMY Dashboo	rd Projects Users - Library - Reports Automations Settings -	Go To 🔻	Q	٠	n 1	David +
	OVERVIEW PARTICIPANTS COURSE PAGE EVENTS ASSIGNMENTS DETAILS COMMUNICATIONS REPORTS SETTINGS					
	PROJECT ITTLE (ADMIN) Council administry COUNCES ITTLE (ADMIN) Council administry COUNCES ITTLE (ADMIN) Council administry Council administry Council administry CARATIO Council administry David Berg Learnifier Support Thursday, February 79, 2024 Council administry Caratio Council administry Caratio					
	2: Individual & Dupload					
	First Name					
	Emoil Add participant					
	Search participants		•			
	Send Text Change Expiration Add to group Move Re-enroll Remove NAME 1; IAST EAAAL 1; IAST SEEN 1; AWARDS 1; CERT DP 1;					
7	David Berg Learnifier Support 3 days ago In progress	Actions +)			
	Shewing to 1 of Lentries PREVIOU Show 100 • entries Download participant II	s 1 NEX	T			\bigcirc

Note: You need to use the Change Expiration function on every project if a user has access to multiple courses to deactivate them completely.

Reports

You can find information about active users in the "Course Enrollments" report under the Reports tab. This report displays enrolled courses and their expiration dates. Users without expiration dates on all their courses are considered active.

Here, we receive information about the different courses to which users have been enrolled. On the right, there is a column named "Expiration date." This column provides us with information about when a user's access to a specific course expires. If a user has an "Expiration date" that has passed for all their courses, they are not considered an active user. If a user has a course without an "Expiration date" or with an "Expiration date" that has not passed, they are considered an active user.

If you want more detailed information about how to do this step by step, you can look below:

- 1. Go to Reports.
- 2. Select the "Course enrollments" report.
- 3. Choose no date.
- 4. Retrieve and download the report.
- 5. Import the report into Excel or Sheets.

6. Filter the "expiration date" column from A-Z.

7. Delete all rows with an expiration date that has passed - only upcoming dates and those with no expiration should remain.

8. Now you can see all active course participation.

9. Next, you can filter the "course name" column to get an overview of which courses have many active participants where you may need to deactivate them

10. For your information, there may be individuals active in multiple courses. If you only want to see a list of individuals considered active users, you need to remove duplicates from the list:

- Select all rows by clicking on the upper-left corner of the sheet.

- Go to "Data."
- Choose "Remove Duplicates" > Analyze column C.

Proactive solution: Anonymization

Another proactive solution to clear users is the Anonymization function. This function automatically anonymizes inactive users after a set number of days of inactivity.

To activate anonymization, specify to our support team on support@learnifier.com:

- Which client do you wish to activate anonymization for (if you have only one, this can be disregarded)?

- How many days of inactivity would you like to use for anonymizing users?

Anonymizing a user removes their access to courses and consequently deactivates them.

Proactive solution: Integrations

Integrations can help manage active users by syncing information from external systems like HR software. For example, when an employee leaves the company, integration ensures their removal from Learnifier, preventing them from being counted as active users.

Back Office

Enterprise function: A solution if you want to remove users directly from the platform, so that you do not need to remove the users from every project that they have access to, is to use the function Back Office. This function will give you the opportunity to remove users

directly!

To use this function, please contact support@learnifier.com and we will assist you further!

Search for projects, users et	٩	🗭 🌲 🏭 Back Office 🗸 🕼 Ester Andersson 🗸
LEARNIFIER	Products Clients Projects Enrollments 913 2 23 115	Add Add Material Add Reduct Add Product
HOME	Favorite Projects	n Add Client ⊠ Add Email Template
PRODUCTS	IT PROJECT IL #ADDED IT #INVITED IT Visit a corporate portal to set your favorite projects to be shown here.	Add Course Template Add Administrator
EMAILS	Showing 0 to 0 of 0 entries	My Clients
	Bounced Emails for my clients I all clients PROVECT LI # OF EMAILS IT RECEIVED LF	CLIENTS II
SETTINGS >	All emails have been delivered.	Click to start next to a client so show it here.
Sekretesspolicy Användningsvillkor	Showing 0 to 0 of 0 entries	Showing 0 to 0 of 0 entries
powered by LEARNIFIER *		
		Ð

To completely delete a user, you can start by searching for their name in the box located in the top left corner. Once the user's name appears in the search results, click on it to access their profile. Within the user's profile, locate and click on the "Delete" button.

Note: This action will permanently delete the user and all their previous progress.

Service: We can help you!

If you need help clearing your active users, we offer this as a service for a specific cost.

Please send your request to support@learnifier.com, and we will be able to help you further!