



Activating and Deactivating Users

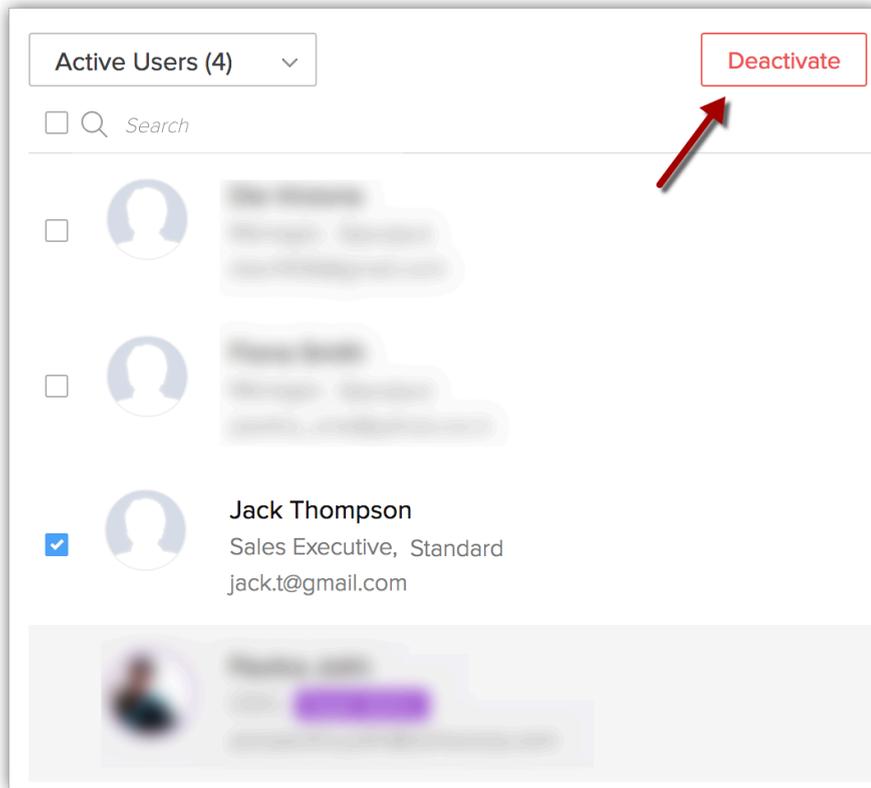
Sometimes a users' position may change or they may move to different business units. In such cases, you might have to deactivate those users after transferring ownership of the records to other users. Note that deactivating a user is different from deleting a user. When you deactivate a user:

- The user will no longer be able to access the CRM account.
- No one will be able to log into the service using the deactivated ID.
- You are free to use the same user license to add another user.
- The user license is not canceled. the number of user licenses that you have purchased remains the same, and you will be billed accordingly unless you reduce your total user licenses.
- The user will be listed under **Inactive Users**.
- If you decide to activate the user again, you can re-invite the deactivated user.

To deactivate a user

1. Log in to Zoho CRM with Administrator privileges.
2. Go to **Setup > General > Users**.
3. In the *Users* page, select the **Active Users** view.
4. In the *Active Users* section select the checkbox corresponding to the users that you want to deactivate.
5. Click **Deactivate**.

The user will be deactivated and a system generated email will be sent to the corresponding user.



To activate a user

1. Log in to Zoho CRM with Administrator privileges.
2. Go to **Setup** > **General** > **Users**.
3. In the *Users* page, select the **Inactive Users** view.
4. In the *Inactive Users* section select the checkbox corresponding to the users that you want to activate.
5. Click **Activate** .

The user will be activated and a system generated email will be sent to the corresponding user.

The screenshot displays the Zoho CRM interface for user Amelia Burrows. The top navigation bar includes Home, Feeds, Approvals, Leads, Accounts, Contacts, Deals, Activities, and Reports. The dashboard is divided into four main sections:

- Today's Leads:** A table listing 5 leads, all owned by Amelia Burrows.
- Leads by Source:** A bar chart showing the distribution of leads by source: None (25), Advertisement (6), Chat (1), Employee Referral (1), Online Store (3), Partner (3), Public Relations (2), and Trade Show (5).
- Deals Closing This Month:** A table showing 2 deals: Zoho Corp- (Closed Won, \$0.00) and Web Page (Closed Won, \$5,000.00).
- Open Tasks:** A table showing 2 tasks: 'Follow up with new lead' (Due Dec 20, 2016, Not Started, High priority) and 'Follow' (Due Dec 20, Not Started, High priority).

Note

Only active users are counted towards user licenses.

Activate Add-ons and Plug-ins (Old Pricing only)

Users who have subscribed to the Zoho CRM Editions with old pricing, need to purchase the add-ons and plug-in licenses for features like Zoho Mail Add-on, Zoho CRM Plug-in for MS Outlook, etc.

Once you have purchased the add-ons or plug-ins, you need to activate them for the individual users. Only after activation, will the add-ons or plug-ins be available for the users.

Note

- In the New Editions, the option to enable or disable these integrations are provided in Profiles, under *Apps Permissions*. The Administrator can enable an integration or disable it for all the users in a particular profile.

To activate add-ons and plug-ins

- Click **Setup** > **Subscription Manager** > **Activate Users**.
- In the *Activate Users* page, click **Edit**.
- Select the check boxes of the respective add-ons and plug-ins for the corresponding user.

4. Click **Save**.

Delete Zoho Account (Close Accounts)

You can also close your Zoho account, if you do not want to use any of the Zoho services.

To close your Zoho account permanently

1. Log in to <https://accounts.zoho.com>.
2. Select the **Close Account** option.



- On closing your account, you will not be able to access our Zoho Services.
- Before closing, please ensure that you have exported all your data from the Zoho CRM system and also from the other Zoho services.
- Once you close your account, all of your data within Zoho services will be deleted immediately and cannot be restored in future.

Reset Password

Users with any role can reset their password individually by clicking on the **Forgot Password** link in the login page.

To reset the password

1. Click the **Forgot Password** link in the Log in page of Zoho CRM, the system redirects you to Zoho Accounts page.
2. In Zoho Accounts page:
 - **Email ID:** Specify the registered Email ID as mentioned in Account information.
 - **Image Text:** Enter the code as seen in the given picture.
3. Click **Request**.

The system sends an automated email to your Email ID.
4. Click the given link '**here**' in the email, you will be redirected to *Zoho Accounts Password Reset* page.

5. In Password reset page, enter your **New Password**.

6. Click **Change**.

The new password is updated and you can use it to log in to all Zoho services.

SEE ALSO

[Add, modify, and re-invite users](#)

[Manage subscriptions](#)

[User layout - customization](#)

[Managing Profile Permission](#)

[Role management](#)