

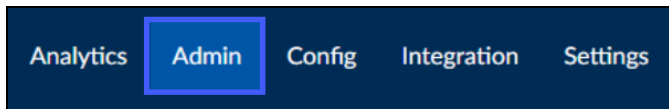
Reactivate Disabled Users

This document is a quick reference guide for admin users who need to reactivate a disabled user in the Arizona Procurement Portal (APP). If you have any questions, please contact the APP Help Desk at app@azdoa.gov. Additional resources are also available on the SPO website: <https://spo.az.gov/>.

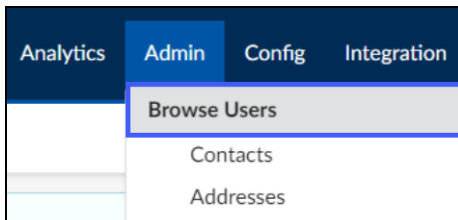
This QRG assists APP Agency Administrators in returning a disabled user to an active status. Disabled APP users are unable to use the self-service option in re-activating their accounts. Ten days prior to being disabled in APP, users are sent a notification requesting they login to retain access. Users who have not logged in to APP within 30 days will be automatically disabled. It is the responsibility of the APP Agency Leads to restore the users account.

Reactivating Disabled Users

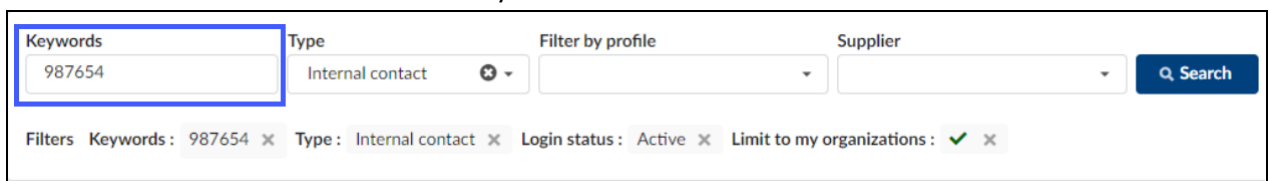
1. Select **Admin** from the menu at the top of your screen.



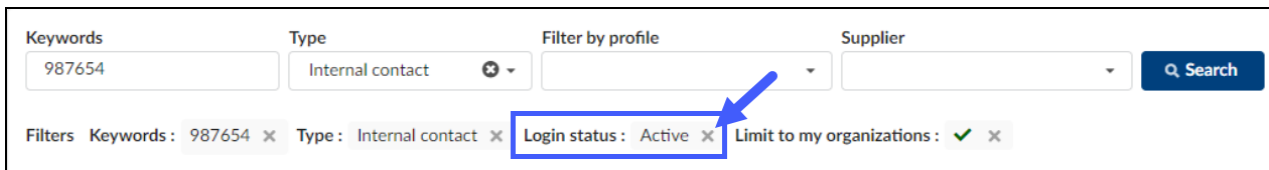
2. Select **Browse Users** from the drop down menu.



3. Enter the disabled users EIN within the keywords field.



4. Remove the filter labeled **Login Status: Active**



5. Click **Search**

6. The user will appear in the search results below the search fields.

Keywords: 987654 Type: Internal contact Filter by profile: Supplier: [Q Search](#) [Reset](#)

Filters: Keywords: 987654 x Type: Internal contact x

0 Selected [Mass edit](#) [Create new user](#)

<input type="checkbox"/>	Contact	User	Email	Profile	Login status
<input type="checkbox"/>	✎ ✉ 987654	✉ Doe Jane	Jane.Doe@AZAgency.gov	Analyst (View) / AP Technician / Finance / Inquiry	Active ⊕

1 Result(s)

7. Change the **Login Status** from “Disabled” to “Active”

Keywords: 987654 Type: Internal contact Filter by profile: Supplier: [Q Search](#) [Reset](#)

Filters: Keywords: 987654 x Type: Internal contact x

0 Selected [Mass edit](#) [Create new user](#)

<input type="checkbox"/>	Contact	User	Email	Profile	Login status
<input type="checkbox"/>	✎ ✉ 987654	✉ Doe Jane	Jane.Doe@AZAgency.gov	Analyst (View) / AP Technician / Finance / Inquiry	Active ⊕

1 Result(s)

8. Ensure the user is able to login.