

# APP Agency Admin - 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](mailto:app@azdoa.gov). Additional resources are also available on the SPO website: <https://spo.az.gov/>

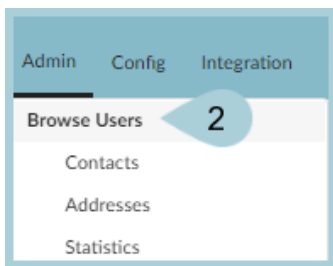
This QRG assists APP Agency Administrators in returning a disabled user to an active status. Disabled APP users are unable to use the self-service option in re-activating their accounts. Ten days prior to being disabled in APP, users are sent a notification requesting they login to retain access. Users 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

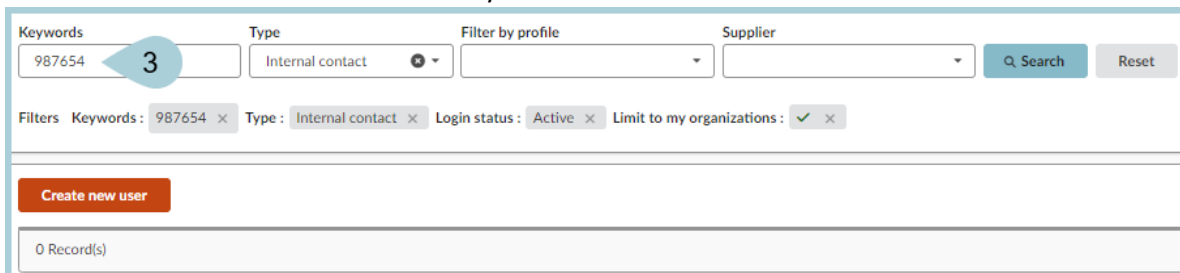
1. Select **Admin** from the menu at the top of your screen.



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**

The screenshot shows a search interface with the following elements:

- Keywords: 987654
- Type: Internal contact
- Filter by profile: (empty)
- Supplier: (empty)
- Buttons: Q Search, Reset
- Filters: Keywords: 987654 x, Type: Internal contact x, Login status: Active x, Limit to my organizations: ✓ x
- Buttons: Create new user
- Records: 0 Record(s)

A blue callout bubble with the number 4 points to the 'Login status: Active' filter.

5. Click **Search**

6. The user appears in the search results below the search fields.

The screenshot shows the search results for 'Jane Doe' with the following elements:

- Keywords: Jane Doe
- Type: Internal contact
- Filter by profile: (empty)
- Supplier: (empty)
- Buttons: Q Search, Reset
- Filters: Keywords: Jane Doe x, Type: Internal contact x, Login status: Active x, Limit to my organizations: ✓ x
- Buttons: 0 Selected, Mass edit, Create new user

User	Email	Profile	Login Status	Orga perimeter
<input type="checkbox"/> <a href="#">Doe Jane</a>	Janedoe@test.mail	Requester / Receiver	Active	State Procurement Office / Sta...

- Records: 1 Record(s)

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

The screenshot shows the search results for 'Jane Doe' with the 'Login Status' dropdown menu open. The 'Active' option is selected. A blue callout bubble with the number 7 points to the dropdown menu.

User	Email	Profile	Login Status	Orga perimeter
<input type="checkbox"/> <a href="#">Doe Jane</a>	Janedoe@test.mail	Requester / Receiver	Active	State Procurement Office / Sta...

8. Ensure the user is able to log in to APP.

## Resources

Click the link below for more information on **Agency Admin** processes in APP:

<https://spointra.az.gov/arizona-procurement-portal/app-support/quick-reference-guides-176-upgrade/app-agency-admin-qrgs-176>