

### REACTIVATE A DEACTIVATED ACCOUNT

This tip sheet will guide you through the process of reactivating an account that has been deactivated in the LMS.

#### Reactivating a Deactivated Account

1. Log on to the LMS.

**NOTE:** For instructions about logging on, refer to the *Log-On Instructions (TS02-L) tip sheet*.

2. Select **People Administrator** from the **Go To: drop-down menu**.

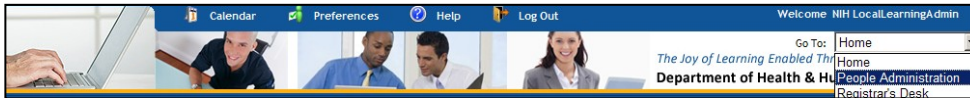


Figure 1: LMS Welcome Screen Menu Bar

Go To: drop-down menu

3. To locate the account, select the **People** tab.

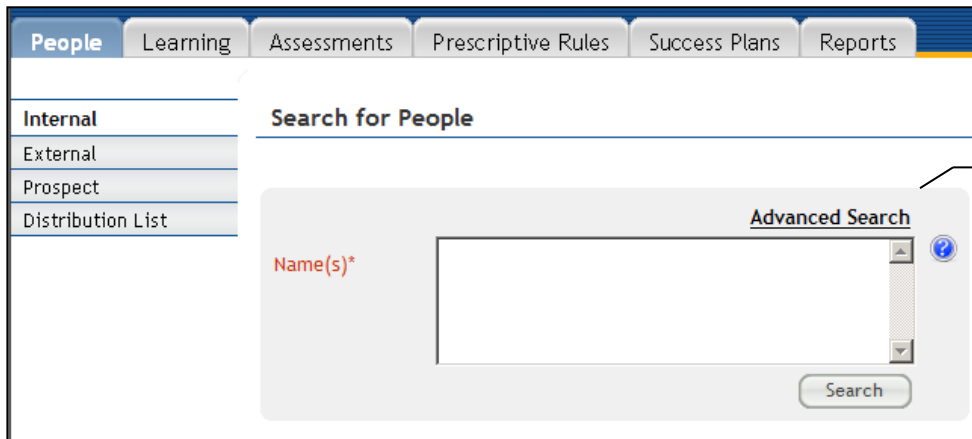


Figure 2: Search for People screen

Advanced Search

4. Click **Advanced Search**.

**Search for People**

Person ID:  Username:

Manager:  First Name:

Last Name:  Organization:

Location:  Role:

Job:  Started on >=:

Started on <=:  Domain:

City:  State:

Country:  Status:

Person Type:  Middle Name:

Email:  Include All Suborganizations:

Updated on >=:  HHS ID:

Terminated After:  Terminated Before:

You have a saved query.

[Simple Search](#) | [Configure](#) | [Save Search Query](#) | [Reset Saved Query](#)

Terminated Before Date

Figure 3: Advanced Search Screen

5. Enter the **First Name** and **Last Name** of the user with the deactivated account.
6. Enter today's date in the **Terminated Before** field.
7. Click **Search**.
8. Click the **Edit Profile Information** link.

Search Results							<a href="#">New Internal Person</a>   <a href="#">Print</a>   <a href="#">Export</a>   <a href="#">Modify Table</a>		
Showing 1 out of 1 results									
Last Name	First Name	Username	Middle Name	Email	Person ID	Organization	Location	Job	View
Learner	NIH	NIHLEARNER	S	lmssupport@mail.nih.gov	00165395	HNC177			<a href="#">Edit Profile Information</a> <a href="#">Profile Snapshot</a> <a href="#">Full Profile</a>

Figure 4: Search Results screen



9. Change the **Status** from Deactivated to the person's prior status (typically "Full Time").
10. Delete the date in the **Terminated On** field.
11. Scroll to the bottom of the screen and click **Save**.

The screenshot shows a user profile form with the following fields and values:

Field	Value
Title	-Select One-
First Name*	NIH
Middle Name	S
Domain*	NIH
Home Domain*	NIH
Organization*	HNC177
Job	
Manager	THOMAS HOLSCHER
Additional Approver for Orders	
Location	
Start Date	04/08/2008
Terminated On	03/28/2012
Manager Access	<input type="checkbox"/>
TimeZone*	(GMT-05:00) Eastern Time (US & Canada)
Username*	NIHLEARNER
Last Name*	Learner
Suffix	JR
Status*	Terminated
Person No	00165395
Business Card Title	JOB TITLE
E-mail	lmsupport@mail.nih.gov
Type	Other
Discount	0

Figure 5: User Profile screen

12. The account is now reactivated in the LMS.

**NOTE: Reactivations On or After December 21, 2010**

Accounts will take 24 hours to be reactivated. After 24 hours, the user will have six grace days to logon. A successful logon will reset the 365 day cycle giving the user another year before deactivation.

**If you experience trouble with this process, please contact the helpdesk for support at [LMSSupport@mail.nih.gov](mailto:LMSSupport@mail.nih.gov).**

