

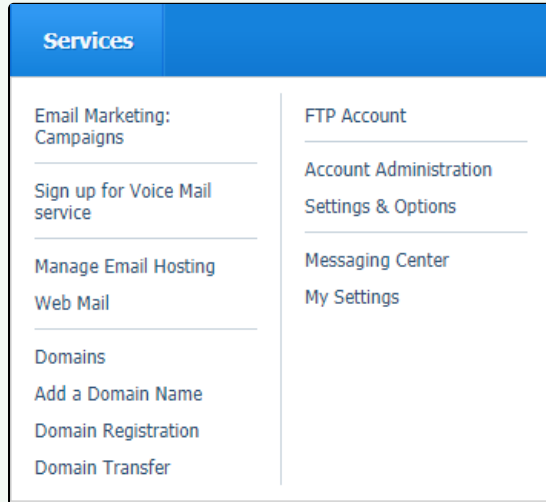
Reactivating a deleted user login account

If a **User Login Account**'s email address is no longer valid, RescueGroups.org may delete the account to prevent large amounts of emails from bouncing back as undeliverable. Only a Site Admin can reactivate the deleted account. Your organization can reactivate a deleted user account if you are able to supply a valid and unique email address and username for the user account.



Where do I find it?

To reactivate a deleted account, go to **Services > Account Administration > Data Recovery**. See this page for instructions on the process.



[Data Recovery](#)

On this page:

- [Why has my user's Login account been deleted?](#)
- [Reactivating a User Login Account](#)

Why has my user's Login account been deleted?

There are several causes for why a user account may have been deleted. Below are the most common:

- A Local **Site Admin** may have deleted the user account, for example, if the user was no longer active with the organization.
- If a **User Login Account**'s email address is no longer valid, RescueGroups.org may automatically delete the user account to prevent large amounts of emails from bouncing back as undeliverable.
- RescueGroups.org may have deleted a user account if it was deemed a duplicate user account. RescueGroups.org no longer allows user accounts with duplicate email addresses or usernames, per organization. We communicate to the organization before taking this action, however.

Reactivating a User Login Account



To reactivate a deleted user, a local Site Admin must complete the following steps:

1. Log in at RescueGroups.org and go to **Services > Account Administration > Data Recovery**. The resulting page lists all your options for data recovery.

2. Click the **Users** link in the list.

Data Recovery

Current View: Default

Views: Default  

Category ▲


<u>Animals</u>
<u>Campaigns</u>
<u>Contacts</u>
<u>Email Marketing Campaign Emails</u>
<u>Online Forms Questions</u>
<u>Submitted Forms</u>
<u>Users</u>
<u>Web Pages</u>

3. Locate the relevant username in the **Users Data Recovery** list and click the **User Name**.
4. On **User** account page for that user, notice the user's status is listed as *deleted*. Click the **Edit** button.

Status Deleted

Reset Password Force Login Edit

5. Verify that the user account email address is correct, or update it as needed.

 If the email address or username is a duplicate of any other user account (active or deleted) in the organization, then it cannot be reactivated. If needed, edit the email address and/or username to ensure these fields are unique when reactivating the user account.

6. Change the user **Status** to **Active**.

User Name *

A. User

Email Address *

The user's email address

Status

Deleted ▼

ActiveDeleted

7. Click the **Save User** button in the lower left.
8. Click the **Reset Password** button to send the user a notification of their account credentials.

Popular Questions

Topics:

- [animals](#)
- [account](#)

1. 0 votes

Linking support for an animal to payment

- 0 answers
- [Andrea Homan](#)
- Apr 24, 2024
- [animals](#)

2. 0 votes

How do I get my listings to automatically feed to Facebook?

- 2 answers

- [Jennifer Myers](#)
- Mar 20, 2024
- [animals](#)
- [website](#)
- [exports](#)
- [facebook](#)
- [iframe](#)

3. 0
votes

How can we embed our available or adopted animal data stored in RescueGroups.org for display on an external website service?

- 4 answers
- [Whiskers & Tails Rescue Foundation](#)
- Sept 21, 2023
- Space: [Website Service Guide](#)
- [website](#)
- [exports](#)
- [animals](#)
- [toolkit](#)

4. 0
votes

Requests

- 0 answers
- [Anita Lowman](#)
- Feb 19, 2024
- [requests](#)
- [animals](#)

5. 0
votes

My Animal List is empty

- 2 answers
- [Tammy Mullins](#)
- Feb 06, 2024
- [animals](#)

6. 0
votes

Add a mixed breed choice for dogs

- 1 answer
- [Richard \[RG\]](#)
- Feb 27, 2014
- [requests](#)
- [animals](#)
- [breeds](#)
- [exports](#)

7. 0
votes

Change default location to "no"

- 1 answer
- [Alana Woodbury](#)
- Jan 22, 2024
- [animals](#)
- [exports](#)

8. 0
votes

What fields is the Asilomar Advanced Animal Statistics report pulling from

- 0 answers
- [Alana Woodbury](#)
- Jan 20, 2024
- [animals](#)

9. 0
votes
status

Is there a way to view relationship from the Animal List page?

- 1 answer
- [Michelle Caylor](#)
- Dec 08, 2023
- [animals](#)

10. 0
votes
status

Can we increase the information exported to Adopt-A-Pet to include relationships?

- 1 answer
- [Michelle Caylor](#)
- Dec 08, 2023
- [animals](#)

- [exports](#)

Have a question about this topic?