User Statuses

Go to **Administration** and then select *Manage Users* and view the **Status** column.

The table below provides all the statuses that may apply to a user.

User Statuses

Status	Definition
Active	The user has set their password and has logged in to Qualpay Manager.
Disabled	An administrator can choose this status, and the user will be disabled and will no longer have the ability to log in.
Reset Password	The user has not set up a password. An administrator can select this option, to reset a user's password. The user will receive an email with a link to set up their password.
Time-Locked	The user has attempted to log in too many times with an incorrect password. They are locked out by the system for 30 minutes. An administrator cannot set a user to Time-Locked status. This status is informational only.