

# Deactivate a CRM user (Freeze / Inactivate) - GBU Data Steward

## Overview

**Who:** GBU Data Stewards

**What:** Check user's record, re-assign to a substitute and create a Freshdesk ticket, to ask inactivation of the license.

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## Step-by-step

### **PREAMBULE: About user deactivation...**

GBU CRM Champion is responsible to follow activity of users (users **not logging in for more than 3 months**) using dashboard [User Management](#) and request User deactivation via Freshdesk if needed :

- End of Contract with Solvay
- User moving to another GBU
- Change of Job that Core CRM system access is not required or forbidden (example: from Sales to Procurement).
- Other reasons.

Additionally, in order to respect Solvay policy, Off Boarding process in Service one will generate request for **User having left Solvay** and still active in core CRM to be deactivated .

First step of inactivation is to change licence to a Community basic if needed and to Freeze user in order to wait for more information (ex: critical user in a queue must be replaced).

FYI: Freezing a user will disable SSO (single sign on ) so prevent user access and downgrading licence from full to community basic will keep available full licences in core CRM pool .

## **I. Report about user "Freeze"**

Data Steward can identify users who do not use CRM or must be deactivated.

**User FREEZE / Need data re-assignment ?** Help for this Page

Report Generation Status: Complete

Report Options:

Summarize information by:  View:  Time Frame:  Range:  From:  To:

Filtered By: [Edit](#)  
Username contains freeze [Clear](#)

Grouped By:  Sorted By:

Last Name	Full Name	Active	Profile	Country	Region	Site	Organizational Role	GBU	BU	Username	Created Date	Last Login	Comment
GBU: MBU (2 records)													
Romero - FREEZE	Felipe Romero - FREEZE	<input checked="" type="checkbox"/>	Community Basic	Colombia	LAM	BOGOTA (CALLE 108)	Customer Service	Novecare	-	felipe.romero@solvay.com.crm.freeze	15/09/2016 16:02	27/04/2017 18:19	20170510 - User inactivation / LCH -> Freeze to be analyzed by GBU
Mendea - FREEZE	Ana Mendea - FREEZE	<input checked="" type="checkbox"/>	Community Basic	Romania	EMEA	BUCURESTI (STR. DOMNITA RUXANDRA)	Customer Service	Novecare	-	ana.mendea@solvay.com.crm.freeze	01/10/2015 15:32	09/09/2016 10:14	20170503 - Maternity leave until 09/2017 20170130 - Users not logged last 90 days - 002
GBU: Special Chem (3 records)													
Nerey - FREEZE	Lesa Nerey - FREEZE	<input checked="" type="checkbox"/>	Community Basic	United States	NAM	HOUSTON (BUFFALO SPEEDWAY), TEXAS	Quality / Supply Chain / Others	Peroxides	Peroxides	lesa.nerey@solvay.com.crm.freeze	02/09/2015 16:35	27/04/2017 13:58	2016/11/08: Freshdesk #67275 QV access 20170522 - Inactivation LCH / Freeze and need approval
Yao - FREEZE	John Yao - FREEZE	<input checked="" type="checkbox"/>	Community Basic	China	APAC	SHANGHAI (XINZHUANG INDUSTRIAL)	Commercial Management	Special Chem	Catalysis	john.yao@solvay.com.crm.freeze	11/04/2016 15:40	21/04/2017 10:06	20170522 - Inactivation LCH / Freeze

## II. Check the user's record criticality

Overview

Reports available to help you:

Use report on Account Teams to find accounts to update:

- **F** **o** **l** **d** **e** **r** : G B U D a t a S t e w a r d R e p o r t s
- **R** **e** **p** **o** **r** t : A c c o u n t T e a m s - U p d a t e M e m b e r s

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Use Logins as to re-execute the report. It will allow you to see report, click on it and do changes.

**Note:**  
*Team member role* does not have any impact on rights on the account, it is just a label.

Fill the *Account access level* using the picklist.

**Note:**  
Select read access, or write access.

### III. Create a Service one request in BMC Helix to ask user inactivation (Generic access Management)

Related articles

Can't find information?

Related docs

- [Web support contact](#)