Set inactivity notifications and auto-delete users

Kahootz Support - 2026-03-24 - Site owners

This feature is intended for site owners who want Kahootz to warn inactive users and then delete those accounts automatically after a defined period.

The **Inactivity Notification and Delete** feature is configured at site level by Kahootz support. When it is enabled, Kahootz checks inactive full users during the overnight scheduled run, sends up to two warning emails, and then deletes users who remain inactive for the full configured period.

This is different from a manual bulk delete carried out by support. Manual bulk deletes remove the accounts you specify on the agreed date and do not send the automated inactivity warning sequence.

How the feature works

Kahootz tracks each user's last activity date on the site. If a user has never been active, the system uses their registration date instead.

When the feature is enabled, the overnight process checks whether a user has reached:

1. **Warning Email 1**
2. **Warning Email 2**
3. **Automatic deletion**

If a user logs in again, their last activity date is updated and their inactivity warning state is reset. In practice, this restarts the inactivity clock from their latest login.

What happens when the feature is first enabled

Turning the feature on does **not** send emails immediately at the moment the setting is saved. The first action happens when the overnight inactivity job next runs.

For users who are already well past the inactivity thresholds when the feature is first enabled:

- They enter the process at **Warning Email 1** first.
- They do **not** skip straight to **Warning Email 2**.
- They do **not** skip straight to deletion.

After a user receives **Warning Email 1**, Kahootz waits until the configured gap between warning 1 and warning 2 has passed before sending **Warning Email 2**. After **Warning Email 2**, Kahootz waits until the configured gap between warning 2 and deletion has passed before deleting the account.

This means a historic backlog of inactive users is staged through the warning sequence over time. Enabling the feature does not cause all users who are already older than the second warning or deletion threshold to be emailed at every stage on day one.

The scheduled job is also batch-based, so large backlogs are processed in controlled runs rather than as a single instant action.

What support can configure for you

If you want Kahootz support to enable this feature, it is usually easiest to define the policy in the following way:

- Warning Email 1: days since last activity or registration
- Warning Email 2: days after Warning Email 1
- Delete: days after Warning Email 2

Important rollout notes

- The site's main admin account is excluded from this process.
- Users who cannot be emailed will still follow the inactivity timeline, but they will not receive the email notifications themselves.

Re-enabling a site that used this before

If this feature was enabled in the past and is then turned on again later, Kahootz continues from the warning state already stored against each user. That means some users may receive the next warning, or reach deletion, sooner than you expect after re-enablement.

If you want the site to start again from the beginning of the sequence, ask support to reset all users back to **warning level 0 / warning 1 starting point** before the feature is re-enabled.

Licensing and customer reassurance

Enabling this feature does not create new users, duplicate accounts, or automatically increase your licensed user count. The feature only reviews existing full users and, if they remain inactive, removes them after the configured warning sequence completes.

Some warned users may decide to log back in after receiving a warning email. That can increase real user activity, but it is a user response to the warning email rather than an automatic change made by the platform. If you are planning to enable the feature against a large historic backlog, raise this with support in advance so the timing, email wording, and rollout approach can be agreed before go-live.

What to send to support

To avoid ambiguity, include all of the following in your ticket:

- Your site name and URL
- Confirmation that you want **Inactivity Notification and Delete** enabled
- The exact staged policy you want, expressed as:
    - Warning Email 1: days since last activity or registration
    - Warning Email 2: days after Warning Email 1
    - Delete: days after Warning Email 2
- Whether you want the standard inactivity email templates or amended wording

- Whether you want support to reset all users to the start of the warning sequence before enablement