

# Managing and Creating User Cancellation Options

Archives

You are using phpFox version earlier than 4.6.0? Please refer instruction for this article [here](#).

When users cancel their accounts, they can select a reason for doing so. If you want to add, edit or remove those options, this tutorial will help you do that.

- [Adding Cancellation Options](#)
- [Editing Cancellation Options](#)
- [Arranging Cancellation Options](#)
- Click Settings and choose Cancellation Options in the AdminCP

## Manage Cancellation Options

Manage Cancellation Options

Cancelled Members

Add New Option

Cancellation Reason	Total	active	Settings
<div><div></div>I don't find this site useful</div>	29	<div>ON</div>	<div></div>
<div><div></div>I have a privacy concern</div>	11	<div>ON</div>	<div></div>
<div><div></div>I don't understand how to use this site.</div>	5	<div>ON</div>	<div></div>
<div><div></div>I'm getting too much email from this site.</div>	6	<div>ON</div>	<div></div>
<div><div></div>I'm getting too much spam or too many friend requests</div>	4	<div>ON</div>	<div></div>
<div><div></div>I'm bored with this site.</div>	9	<div>ON</div>	<div></div>

Once you open the Cancellation Options, you'll see a list of all of the current Cancellation Options.

## Adding Cancellation Options

- Click Add New Option

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<div><div></div>I'm getting too much email from this site.</div>	6	<div>ON</div>	<div></div>
<div><div></div>I'm getting too much spam or too many friend requests</div>	4	<div>ON</div>	<div></div>
<div><div></div>I'm bored with this site.</div>	9	<div>ON</div>	<div></div>

- Fill in the fields for the popup to add the option and submit when done.

## Add Cancellation Options



### \*Cancellation Reason

English (US)

I don't have time to use it

English (Kingdom)

I don't have time to use it

### \*Is Active







YES ☒

Submit

Cancel

## Editing Cancellation Options

- Click the arrow to the left of the option you want to manage and choose Edit Reason.

Manage Cancellation Options		Cancelled Members	Add New Option	
Cancellation Reason	Total	active	Settings	
 I don't find this site useful	29	ON <input checked="" type="checkbox"/>	 Edit Delete	
 I have a privacy concern	11			
 I don't understand how to use this site.	5			
 I'm getting too much email from this site.	6	ON <input checked="" type="checkbox"/>		

- In the popup, edit what you need and Submit.

### \*Cancellation Reason

English (US)

I don't find this site useful

English (Kingdom)

I don't find this site useful

### \*Is Active

YES ☒

Submit

Cancel

## Arranging Cancellation Options

- To arrange the options in any order you want, just click to the left and drag them up or down.

Cancellation Reason	
	I don't find this site useful
	I have a privacy concern
	I don't understand how to use this site.
	I'm getting too much email from this site.
	I'm getting too much spam or too many friend requests
	I'm bored with this site.