

# 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       |  |
| ✚ I don't find this site useful                         | 29    | ON <input checked="" type="checkbox"/> | ⚙              |  |
| ✚ I have a privacy concern                              | 11    | ON <input checked="" type="checkbox"/> | ⚙              |  |
| ✚ I don't understand how to use this site.              | 5     | ON <input checked="" type="checkbox"/> | ⚙              |  |
| ✚ I'm getting too much email from this site.            | 6     | ON <input checked="" type="checkbox"/> | ⚙              |  |
| ✚ I'm getting too much spam or too many friend requests | 4     | ON <input checked="" type="checkbox"/> | ⚙              |  |
| ✚ I'm bored with this site.                             | 9     | ON <input checked="" type="checkbox"/> | ⚙              |  |

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

## Manage Cancellation Options

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| ✚ I'm getting too much spam or too many friend requests | 4     | ON <input checked="" type="checkbox"/> | ⚙              |  |
| ✚ I'm bored with this site.                             | 9     | ON <input checked="" type="checkbox"/> | ⚙              |  |

- 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"/> | <br>Edit<br>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.                             |