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

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

- 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 ⬤	⚙	
✣ I have a privacy concern		11	Edit		
✣ I don't understand how to use this site.		5	Delete		
✣ I'm getting too much email from this site.		6	ON ⬤	⚙	

- 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.