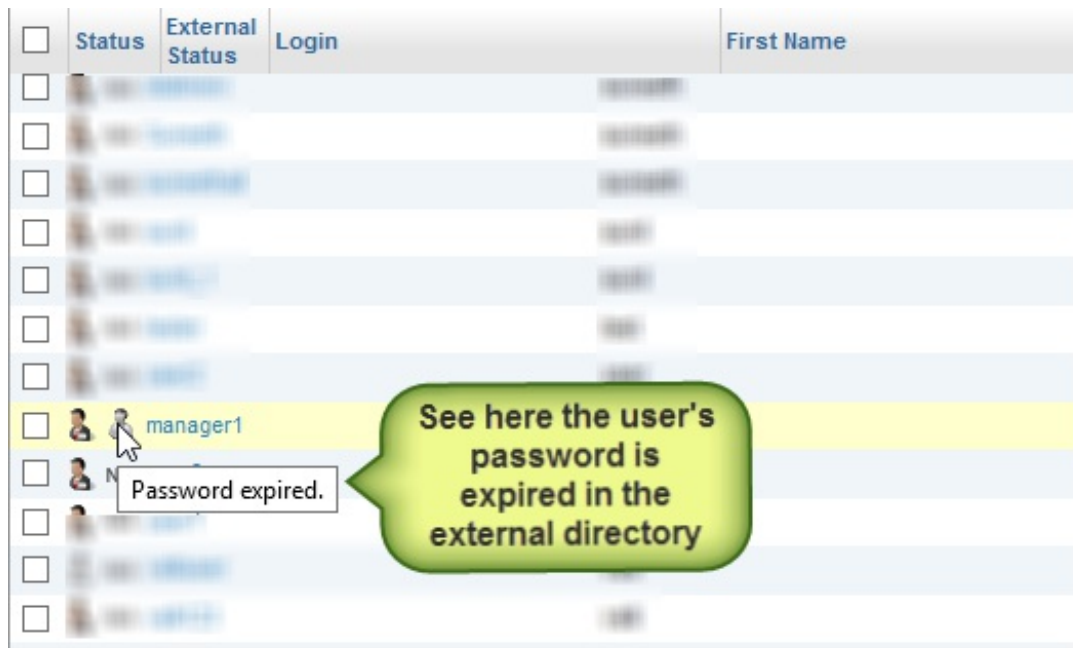# Understanding User Status

The Users grid lists internal and external users, and allows you to see which user is active and inactive. In this section, you will understand the representation of active and inactive user status. You will also understand how to

determine the underlying reason for inactive status. All the active users are shown by the icon and inactive

users are shown by the same icon in greyed out style. The icon in the **Status** column of a user row determines that you have authenticated an internal user and therefore the icon symbolizes that an internal user is active.

Whereas the icons available in the **External Status** and **Status** columns of a user row determines that you have authenticated an external user and therefore the icons symbolize that an external user is active.

When an external user becomes inactive in an external authentication directory, that user becomes inactive in the RiskVision as well and the icon is automatically put back in the greyed out style. To know the underlying reason for inactiveness, hover on the icon available in the **External Status** column and read the tool tip that appears.