

14.7 Account Status Reference

Status	Meaning	Primary action
Unverified	Registration is incomplete; Vault quota is 1 MB and outgoing mail is disabled.	Verify the recovery email within seven days.
Active	Plan services and quota are enabled.	Keep payment, recovery, and security information current.
Failed payment	A required charge failed; suspension begins after seven unresolved days.	Update payment and resolve the open invoice.
Restricted	Selected services are limited pending an account, billing, trial, or policy action.	Follow the Plan & Billing status card.
Suspended	Limited access during a 14-day grace or review period.	Resolve the cause or contact Support before the deadline.
Soft-deleted	Access is disabled while lifecycle rules hold the account for restoration or deletion.	Use an offered restoration path or contact Support.
Permanently deleted	The live account and associated service data have been removed.	No self-service restoration is available.

Current online article: <https://help.lightdrive.one/reference/account-status-reference>

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