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.

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

Generated September 30, 2026