

LIGHTDRIVE HELP CENTER

LightDrive User Manual

Chapter 11 - Account Status and Service Lifecycle

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Contents

11.1	Understanding Account Status
11.2	Active Accounts
11.3	Restricted Accounts
11.4	Failed Payments
11.5	Suspended Accounts
11.6	Soft-Deleted Accounts
11.7	Permanent Account Deletion
11.8	Restoring an Eligible Account
11.9	Policy-Related Account Restrictions

Chapter 11 - Account Status and Service Lifecycle

11.1 Understanding Account Status

Account status coordinates access across the Vault, mailbox, calendar, contacts, Books, and billing.

- **Unverified:** registration is incomplete; Vault storage is 1 MB and outgoing mail is disabled.
- **Active:** the account has its plan services and quota.
- **Failed payment:** payment needs attention before suspension.
- **Restricted:** selected access is limited while an account, billing, trial, or policy action is pending.
- **Suspended:** access is limited during a 14-day grace or review period.
- **Soft-deleted:** service access is disabled and retained data is awaiting restoration or permanent deletion according to the reason.

The status card in **Settings → Plan & Billing** gives the controlling reason, date, and available action for your account.

Current online article: <https://help.lightdrive.one/account-status-and-service-lifecycle/understanding-account-status>

11.2 Active Accounts

An Active account has completed registration verification and has valid plan or complimentary entitlement.

Active status enables the account's Vault quota, outgoing and incoming mail, calendar and contacts access, Books, synchronization, and normal account controls. A plan can also be marked Canceling while service remains active through the current paid period.

Keep the recovery email current, payment method valid, and required policy acceptances complete. Review **Settings → Plan & Billing** for the next billing event and **Settings → Security** for sessions and sign-in protection.

Current online article: <https://help.lightdrive.one/account-status-and-service-lifecycle/active-accounts>

11.3 Restricted Accounts

Restricted means LightDrive has limited selected services while an action is required.

Examples include an expired trial awaiting billing, a temporary billing override, an administrator-approved policy reinstatement awaiting your confirmation, or another account-protection condition. The Vault quota can be limited to 1 MB and outgoing mail can be disabled.

Open **Settings** → **Plan & Billing** and read the status card. It states the reason, deadline, and action that applies. Complete that action or contact Support; do not create a replacement account to bypass the restriction.

Current online article: <https://help.lightdrive.one/account-status-and-service-lifecycle/restricted-accounts>

11.4 Failed Payments

Failed payment means Stripe could not complete a required subscription charge.

Open **Settings** → **Plan & Billing** → **Manage billing**, update or replace the payment method, and complete any open invoice. LightDrive sends a payment-failure notice and reminder to the verified recovery email.

The account remains in failed-payment status for seven days from the recorded failure. If payment is not resolved by that deadline, it becomes Suspended. Successful payment returns the account to Active and clears the failure state.

Do not submit the same payment repeatedly while a confirmation is pending. Refresh billing status first.

Current online article: <https://help.lightdrive.one/account-status-and-service-lifecycle/failed-payments>

11.5 Suspended Accounts

A Suspended account has limited access during a 14-day grace or policy-review period.

Suspension can follow the end of a canceled term, seven unresolved days after a failed payment, or a standard policy action. LightDrive clamps Vault storage to 1 MB and restricts service operations while preserving the data needed for recovery.

The Plan & Billing status card shows the reason and grace-period deadline. Resolve payment, reactivate an eligible plan, complete the required policy action, or contact Support before the deadline. At the end of an applicable grace period, the account moves to Soft-deleted and normal access is disabled.

Current online article: <https://help.lightdrive.one/account-status-and-service-lifecycle/suspended-accounts>

11.6 Soft-Deleted Accounts

Soft-deleted means account access and coordinated services are disabled while LightDrive holds the account before permanent deletion or an authorized restoration.

The hold is at least 14 days from the soft-delete transition and never ends before an applicable paid term. The exact deletion-eligibility date is recorded for the account.

Restoration is limited by the reason for closure. A normal term-end cancellation can be restorable during its open window. Immediate deletion, nonpayment, severe policy action, and legal-hold cases follow their own controls and can require Support or be ineligible.

Soft-deleted is not a backup state. If you can still download data during an earlier grace period, do so before access ends.

Current online article: <https://help.lightdrive.one/account-status-and-service-lifecycle/soft-deleted-accounts>

11.7 Permanent Account Deletion

Permanent deletion removes the WordPress identity and the associated Vault, mailbox, calendar, contacts, webmail, and service records after the lifecycle rules permit removal.

Unverified registrations are permanently deleted after seven days. Other accounts reach deletion only after the applicable paid term, grace period, soft-delete hold, policy control, and legal hold have been satisfied.

Permanent deletion cannot be reversed through self-service reactivation. Backups are governed by LightDrive's operational retention and legal obligations rather than by the live-account restoration controls.

Download needed data before canceling or confirming immediate deletion.

Current online article: <https://help.lightdrive.one/account-status-and-service-lifecycle/permanent-account-deletion>

11.8 Restoring an Eligible Account

Restoration depends on the account's lifecycle reason and whether its restoration window is still open.

Open **Settings** → **Plan & Billing**. If self-service restoration is allowed, the page displays the plan, charge, payment method, and confirmation required to resume service. After successful billing verification, LightDrive re-enables the account and restores its plan quota and service access.

A policy-related restoration can require administrator approval and a separate confirmation that billing may resume. Severe policy actions and permanently deleted accounts are not self-service restoration cases.

If the sign-in page blocks access but you believe the account is eligible, contact Support from the verified recovery address and include the LightDrive ID.

Current online article: <https://help.lightdrive.one/account-status-and-service-lifecycle/restoring-an-eligible-account>

11.9 Policy-Related Account Restrictions

LightDrive can restrict or suspend an account when its use conflicts with the Terms of Service, Privacy Policy, legal requirements, or platform safety rules.

A standard policy suspension provides the status, notice, and review path associated with the action. An approved reinstatement can require you to confirm current policies and authorize recurring billing before full service returns.

A severe policy violation can move the account directly to soft-deleted status without a normal grace-period restoration path. A legal hold prevents deletion while the hold remains active.

Use the instructions in the account notice or contact Support. Do not create another account to evade a restriction; that can lead to additional enforcement.

Current online article: <https://help.lightdrive.one/account-status-and-service-lifecycle/policy-related-account-restrictions>