LIGHTDRIVE HELP CENTER

LightDrive User Manual

Chapter 11 - Account Status and Service Lifecycle

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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.
- When normal account access is disabled, the account proceeds through the applicable closure and deletion process. Contact Support if you believe access can be restored.

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 billing issue, a policy action 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 restores normal account access. Use the deadline shown in Plan & Billing as your action point.

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 grace or policy-review period.

Suspension can follow the end of a canceled term, unresolved payment failure, or a policy action. LightDrive restricts service operations and limits Vault storage while preserving the data needed for recovery.

The **Plan & Billing** status card shows the reason for the suspension and any applicable deadline. Resolve the payment issue, reactivate an eligible plan, complete the required policy action, or contact Support before that deadline.

If the issue is not resolved by the end of an applicable grace period, normal account access is disabled and the account proceeds through the applicable closure and deletion process.

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

11.6 Restoring an Eligible Account

Restoration depends on why access was limited 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 a review by Support 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

11.7 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 disable normal account access and begin the applicable closure and deletion process 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