

Customer Lock by Freento

Extension for Magento 2



Extension description

There is no way to block any user in Magento 2 but sometimes it is very necessary. In this situation the Customer Lock extension will help. The Customer Lock extension allows you to lock or unlock any customer using the button in the menu on the customer edit page. In addition, the extension allows you to lock/unlock several customers at once.

Main Features:

- Lock/unlock any customer
- Lock/unlock several customers at once

Extension Installation

Composer Installation

1. Login to your account on <https://freento.com> website
2. Open My Composer Packages section in your account and follow the instructions there

Installation from Commerce Marketplace

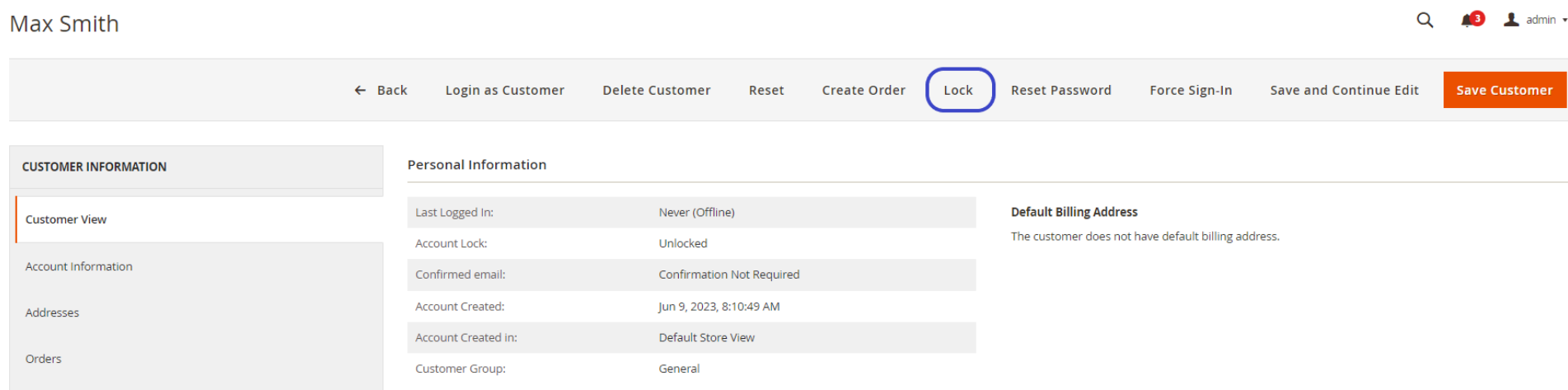
1. Login to your account at Commerce Marketplace
2. Go to “My Purchases” section
3. Follow the instructions in the “How to Install” section

Run these steps after the extension installation:

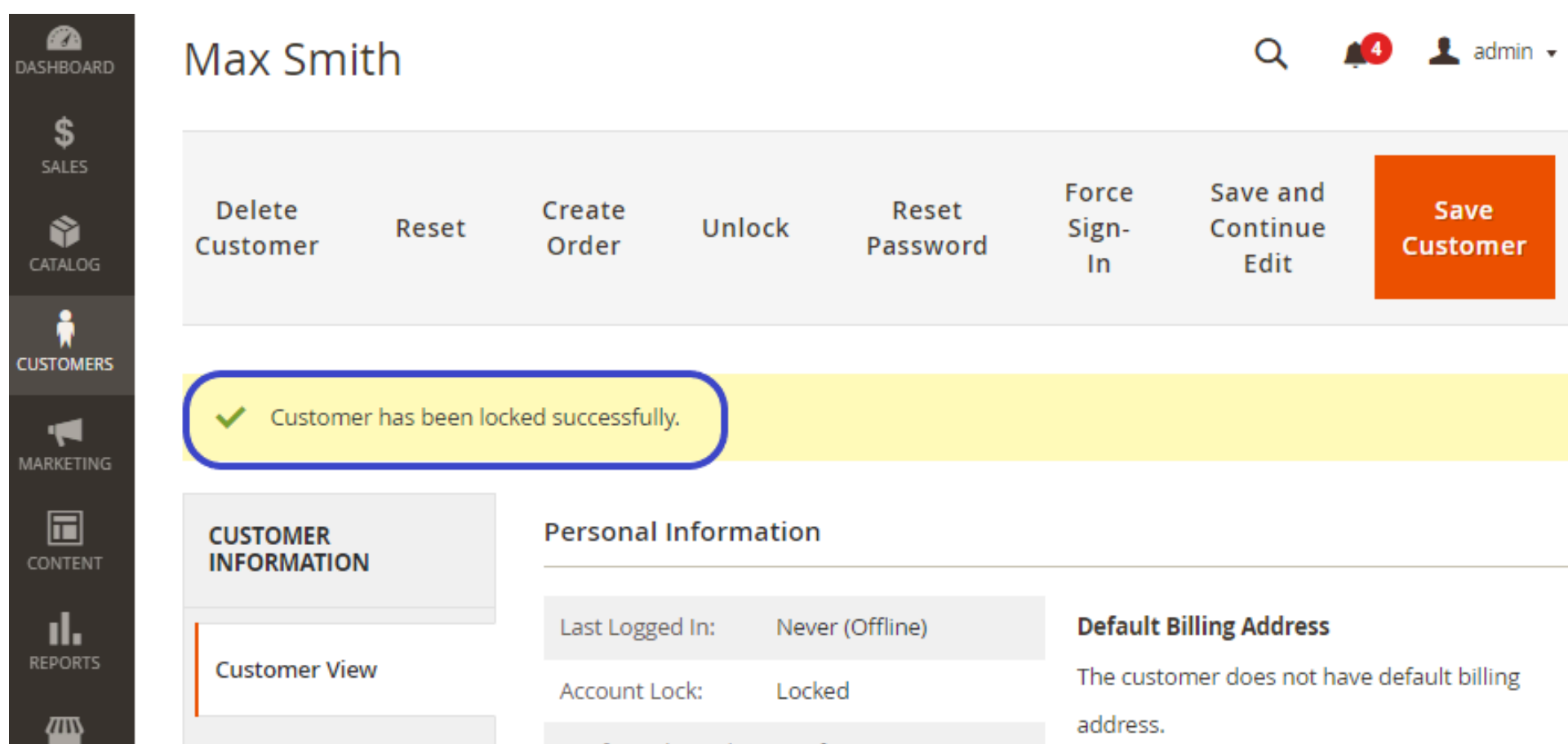
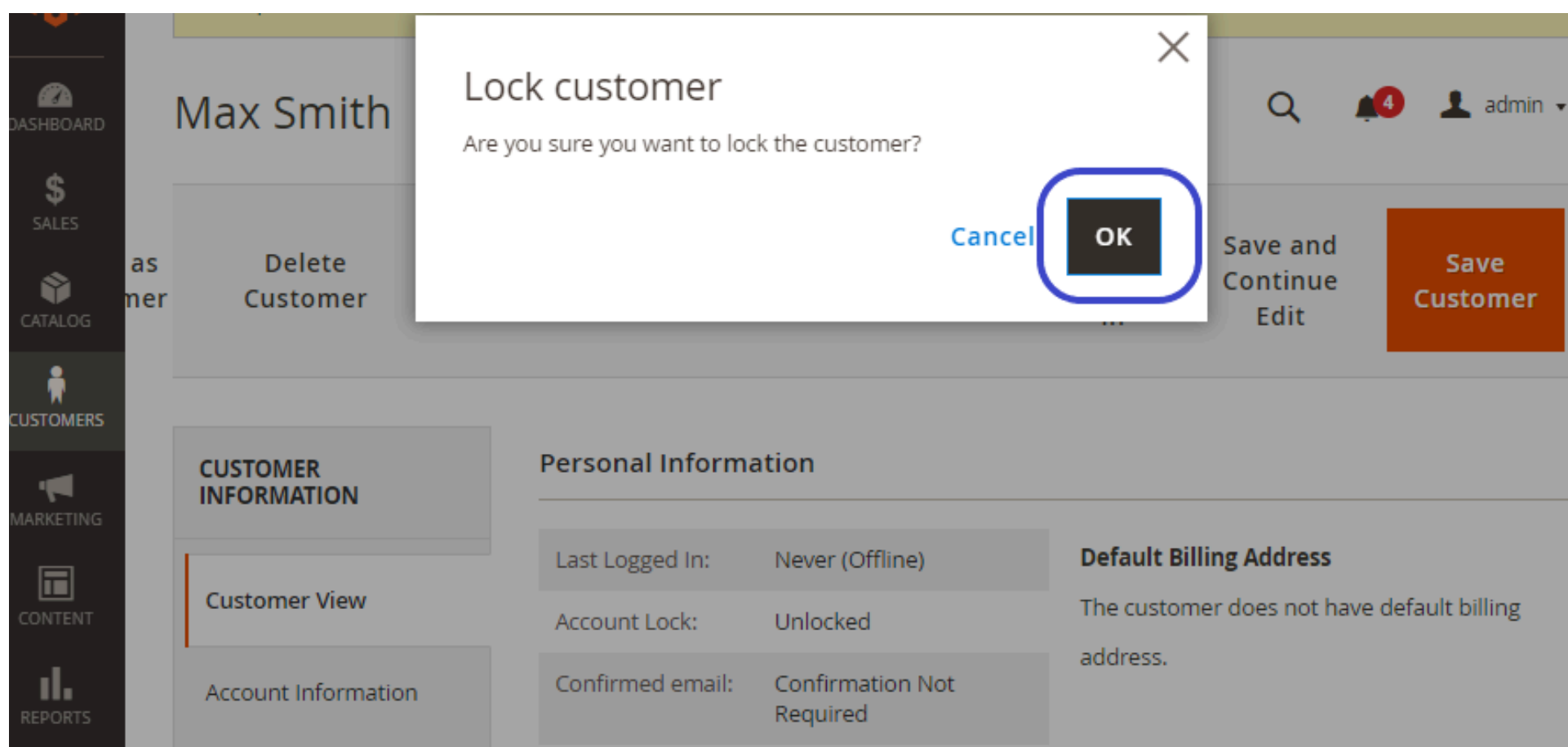
1. `bin/magento setup:upgrade`
2. `bin/magento setup:di:compile`
3. `bin/magento setup:static-content:deploy`

Extension usage

1. Install the extension and a “Lock” control will appear on the customer information page:
2. If you need to lock the customer, you click the Lock button at the top.



3. Then a confirmation window will appear and the customer will be locked after confirmation:



4. The customer receives a message on the frontend that their account is restricted

Default welcome msg! Sign In or Create an Account

 LUMA

Search entire store here... 

What's New Women ▾ Men ▾ Gear ▾ Training ▾ Sale

Customer Login

 Your account is restricted

Registered Customers

If you have an account, sign in with your email address.

Email *

Password *

☐ Show Password

[Sign In](#) [Forgot Your Password?](#)

* Required Fields

New Customers

Creating an account has many benefits: check out faster, keep more than one address, track orders and more.

[Create an Account](#)

5. If it is necessary to unlock a previously locked customer, you need to click the Unlock button at the top of the page.

DASHBOARD

SALES

CATALOG

CUSTOMERS

MARKETING

CONTENT

REPORTS

STORES

SYSTEM

Max Smith

[Delete Customer](#) [Reset](#) [Create Order](#) [Unlock](#) [Reset Password](#) [Force Sign-In](#) [Save and Continue Edit](#) [Save Customer](#)

✓ Customer has been locked successfully.

CUSTOMER INFORMATION

Customer View

Account Information

Addresses

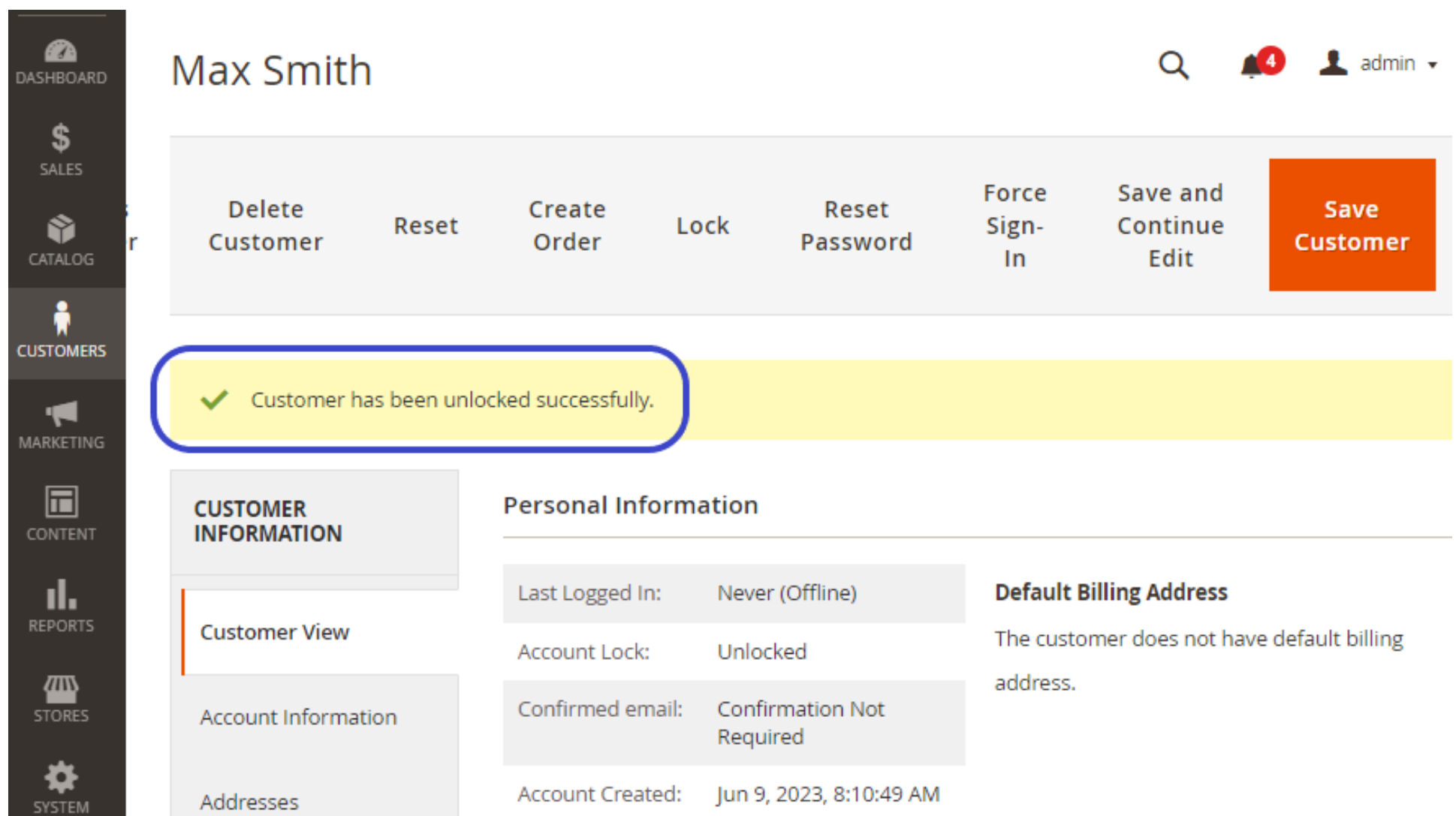
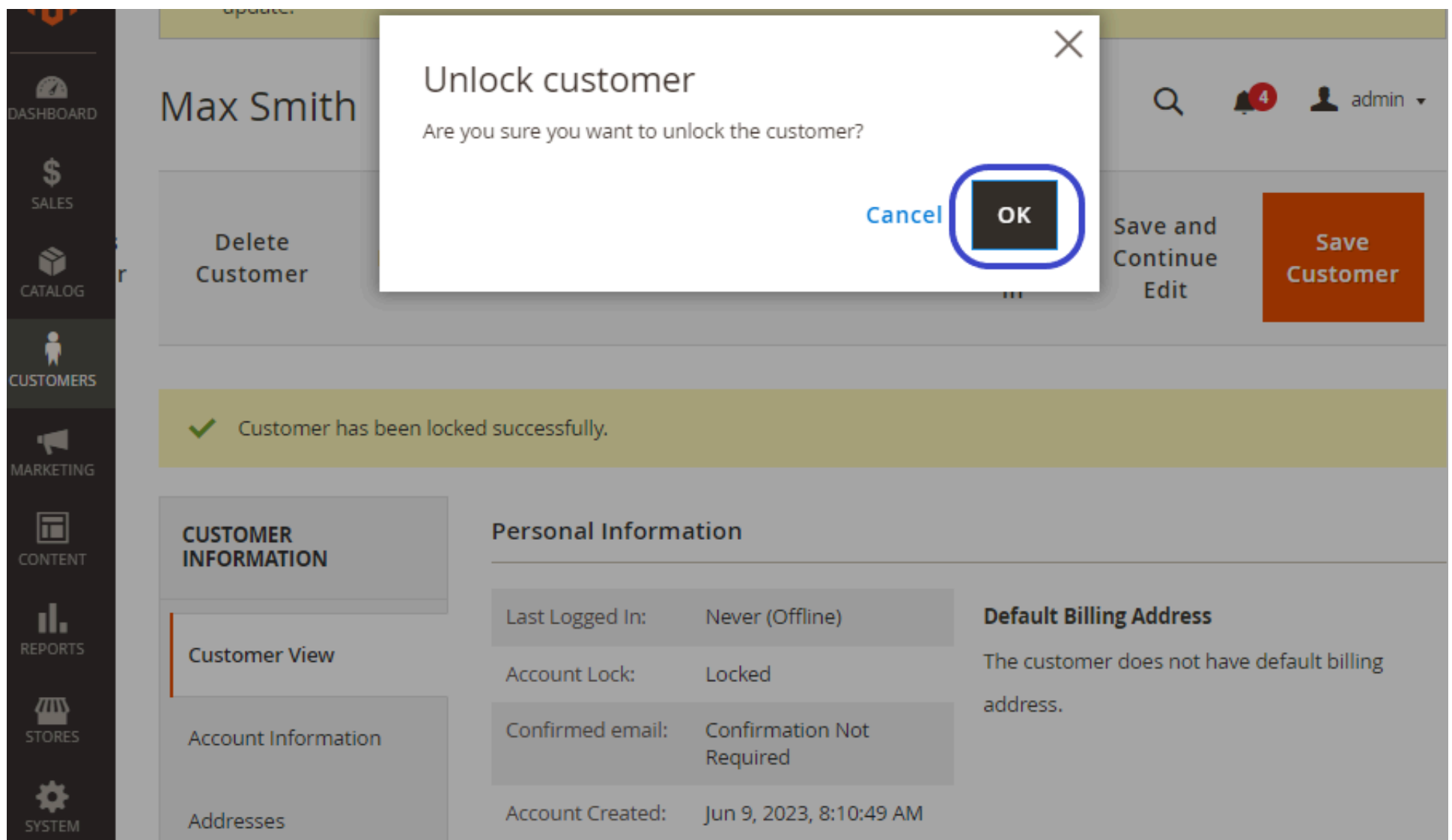
Personal Information

Last Logged In:	Never (Offline)
Account Lock:	Locked
Confirmed email:	Confirmation Not Required
Account Created:	Jun 9, 2023, 8:10:49 AM

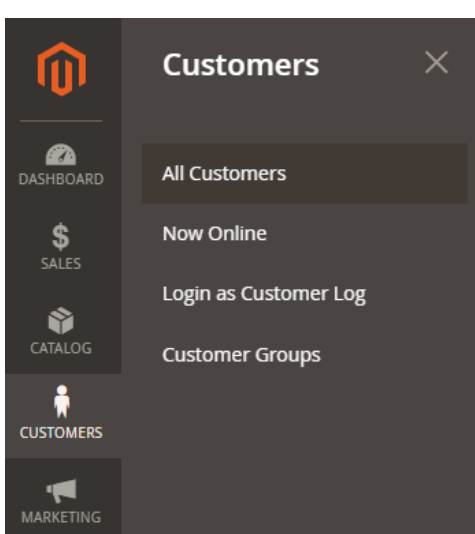
Default Billing Address

The customer does not have default billing address.

6. Then a confirmation window will appear and the customer will be unlocked after confirmation:



7. If you need to lock or unlock two or more customers, you need to choose them and click Lock Customers or Unlock Customers from the drop down menu:



Customers

Search by keyword

✓ Users were successfully unlocked

16 records found (2 selected) 4 per page 3 of 4

Email	Group	Phone	Country	Web Site	Confirmed email	Account Created in	Date of Birth	Tax VAT Number	Gender	Account Lock	Action
nick@test.com	General	7	United States	Main Website	Confirmation Not Required	Default Store View	Feb 14, 2000		Male	Unlocked	Edit
tom.ross@test.com	General			Main Website	Confirmation Not Required	Default Store View				Unlocked	Edit
alexsm@test.com	General			Main Website	Confirmation Not Required	Default Store View	Feb 7, 1990		Male	Unlocked	Edit
tomlow@test.com	General	7	United States	Main Website	Confirmation Not Required	Default Store View				Unlocked	Edit

Actions: Delete, Subscribe to Newsletter, Unsubscribe from Newsletter, Assign a Customer Group, Edit, **Lock Customers**, Unlock Customers

8. Then a confirmation window will appear and the customers will be locked or unlocked after confirmation:

Customers

Search by keyword

✓ Users were successfully unlocked

16 records found (2 selected) 4 per page 3 of 4

Email	Group	Phone	Country	Web Site	Confirmed email	Account Created in	Date of Birth	Tax VAT Number	Gender	Account Lock	Action
nick@test.com	General	7	United States	Main Website	Confirmation Not Required	Default Store View	Feb 14, 2000		Male	Unlocked	Edit
tom.ross@test.com	General			Main Website	Confirmation Not Required	Default Store View				Unlocked	Edit
alexsm@test.com	General			Main Website	Confirmation Not Required	Default Store View	Feb 7, 1990		Male	Unlocked	Edit

Actions: Delete, Subscribe to Newsletter, Unsubscribe from Newsletter, Assign a Customer Group, Edit, **Lock Customers**, Unlock Customers

Lock customers

Are you sure you want to lock the selected customers (customers with the same email or the same combination of first and last name also will be locked)? (2 records)

[Cancel](#)

Customers

Search by keyword

Actions 4 per page 3 of 4

ID	Name	Email	Group	Phone	Country	Web Site	Confirmed email	Account Created in	Date of Birth	Tax VAT Number	Gender	Account Lock	Action
9	Nick Joness	nick@test.com	General	7	United States	Main Website	Confirmation Not Required	Default Store View	Feb 14, 2000		Male	Locked	Edit
10	Tom Ross	tom.ross@test.com	General			Main Website	Confirmation Not Required	Default Store View				Locked	Edit
11	Alex Smith	alexsm@test.com	General			Main Website	Confirmation Not Required	Default Store View	Feb 7, 1990		Male	Locked	Edit
12	Tom Low	tomlow@test.com	General	7	United States	Main Website	Confirmation Not Required	Default Store View				Locked	Edit

9. If you need the grid to display a column with the account status (locked/unlocked), go to the Columns dropdown and check Account Lock

Customers

Search by keyword

Actions 4 per page 3 of 4

ID	Name	Email	Group	Phone	Country	Web Site	Confirmed email	Account Created in	Date of Birth	Tax VAT Number	Gender	Account Lock	Action
9	Nick Joness	nick@test.com	General	7	United States	Main Website	Confirmation Not Required	Default Store View	Feb 14, 2000		Male	Locked	Edit
10	Tom Ross	tom.ross@test.com	General			Main Website	Confirmation Not Required	Default Store View				Locked	Edit
11	Alex Smith	alexsm@test.com	General			Main Website	Confirmation Not Required	Default Store View	Feb 7, 1990		Male	Locked	Edit
12	Tom Low	tomlow@test.com	General	7	United States	Main Website	Confirmation Not Required	Default Store View				Locked	Edit

14 out of 26 visible

☐ Billing Address ☐ Shipping Address

☒ Date of Birth ☒ Tax VAT Number

☒ Gender ☐ Street Address

☐ City ☐ Fax

☐ VAT Number ☐ Company

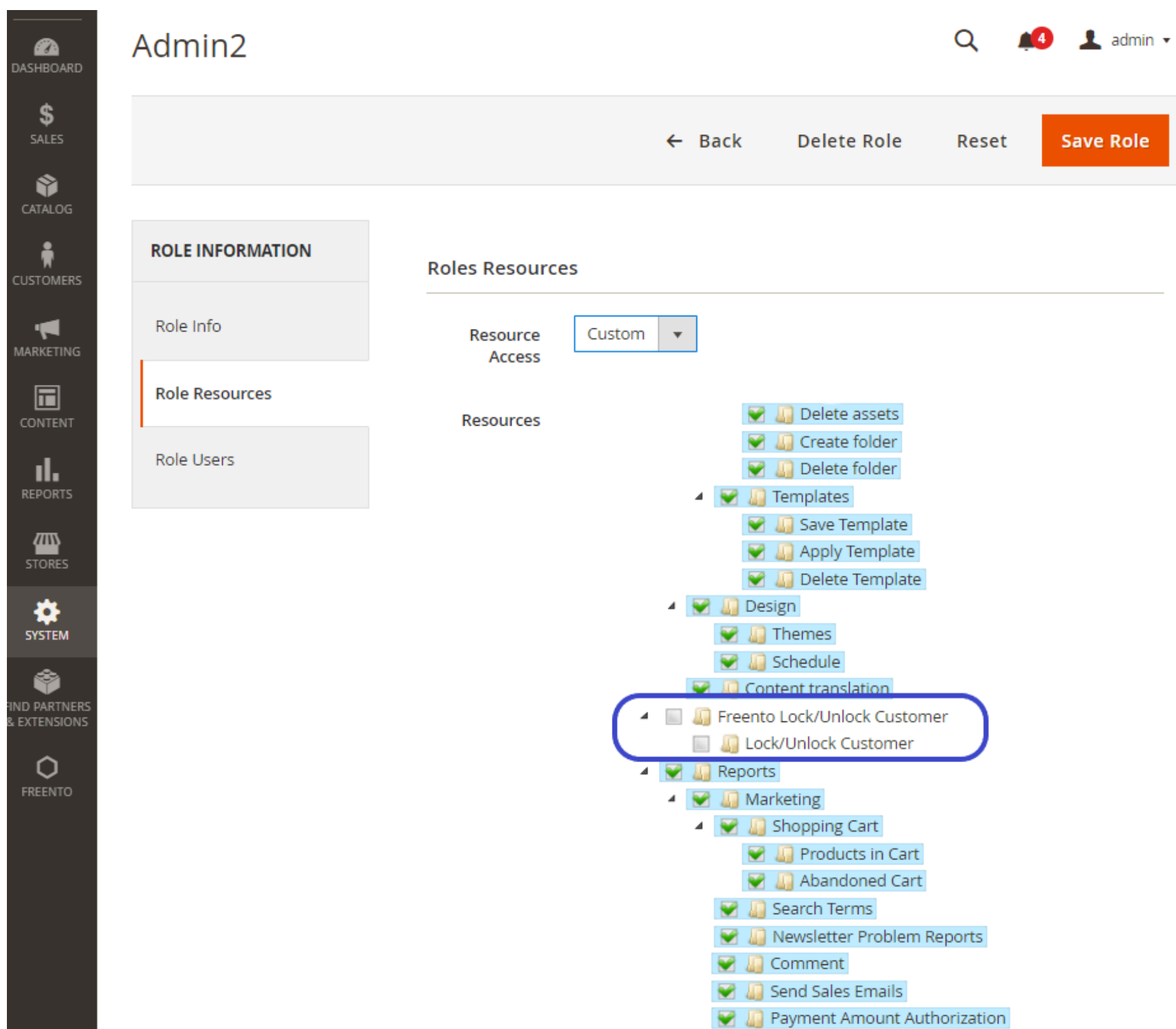
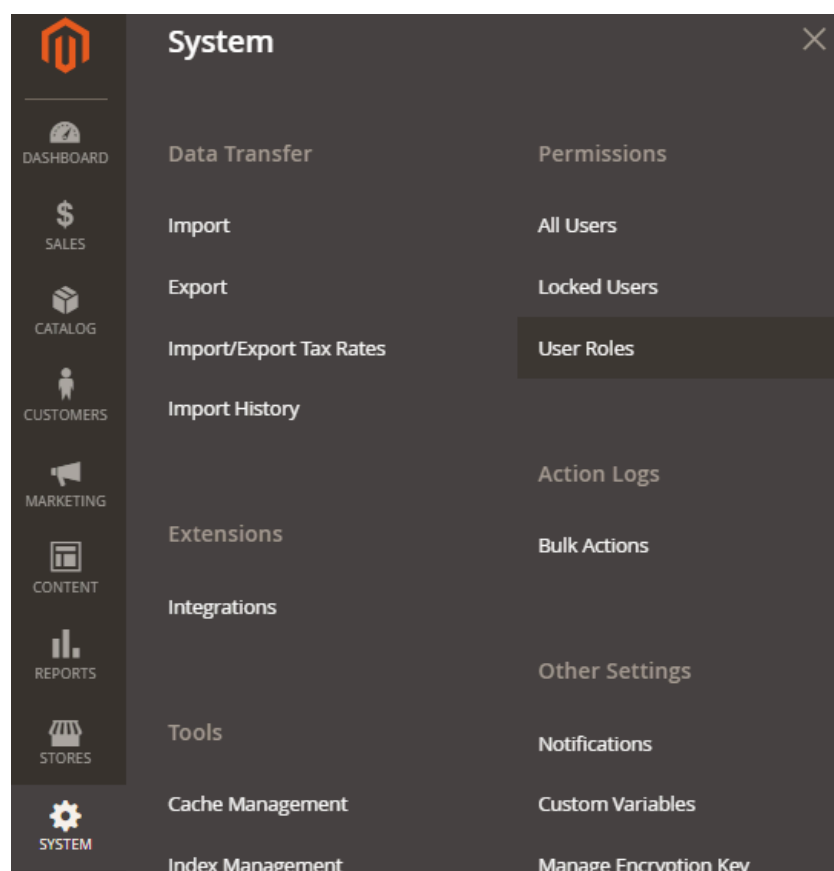
☐ Billing Firstname ☐ Billing Lastname

☒ Account Lock ☒ Action

[Reset](#) [Cancel](#)

10. Access control management. If you don't want some admin roles to access the "Customer Lock" tab on the customer page, you can disable the "Customer Lock" ACL resource on the admin role edit screen.

Admin > System > Permissions > User Roles > open the required role and in the "User Resources" section turn off / turn on the "Customer Lock" module.



- 11. If a locked customer tries to reset the password via “**Forgot Your Password?**”, they will not receive a password reset email, and their account will remain in **Locked** status. They will not be able to log in until the administrator unlocks the account.
- 12. If login is performed through the Admin panel with Allow Remote Shopping Assistance = Yes and using “Login as Customer”, the storefront will display a message informing that the customer account is locked.

Max Smith

← Back

Login as Customer

Delete Customer

Reset

Create Order

Unlock

Reset Password

Force Sign-In

Save and Continue Edit

Save Customer

Orders

Shopping cart

Newsletter

Billing Agreements

Product Reviews

Wish List

Name Prefix

First Name *

Max

Middle Name/Initial

Last Name *

Smith

Name Suffix

Email *

maxsmith@test.com

Allow remote shopping assistance

Yes

Date of Birth

 LUMA

What's New

Women ▾

Men ▾

Gear ▾

Training ▾

Sale

✕

This customer is locked