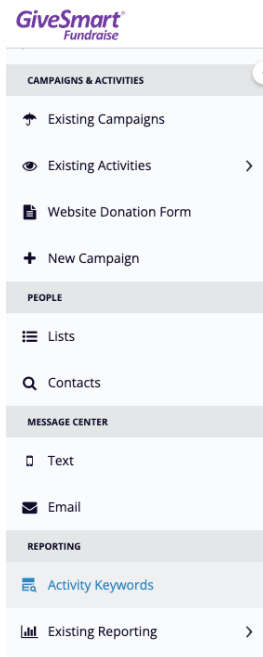# How do I deactivate or reactivate a keyword or activity?

Last Modified on 09/20/2023 11:33 am PDT

You may have a survey or a ticketing form or any other activity that you want to turn off as you no longer need it. This is done from the keyword you use with that activity and is done from the **Dashboard** of your account:
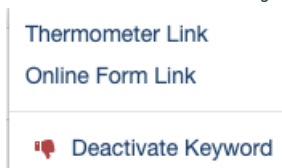
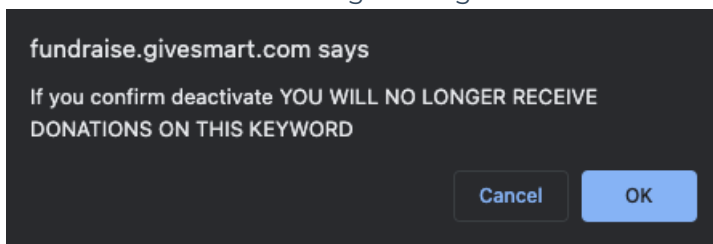1. Click on the **Activity Keywords** from the left navigation

2. Find the keyword you wish to deactivate from the list.
3. Click the "More" button (the three dots) on the far right of the keyword, under**Actions**.

4. Select Deactivate Keyword

5. You will be shown a warning message to make sure this is what you want to do.

The Inactive Keyword will disappear from your list of keywords because, by default, the **Filter** only shows your active keywords. You can change the filter to show **All**, **Active** or **Inactive** Keywords.

If you want to reactivate an inactive keyword:

1. Set the Filter to All or Inactive

Status

All	Active	Inactive

2. Find the keyword you wish to reactivate from the list.
3. Click the "More" button on the far right of the keyword.

Actions

• • •

4. Select Reactivate Keyword

Thermometer Link

Online Form Link

👍 *Reactivate Keyword*

5. You will be shown a warning message to make sure this is what you want to do.

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If you confirm reactivate YOU WILL BE ABLE TO RECEIVE
DONATIONS ON THIS KEYWORD

Cancel   OK