

# Badge Deactivation Status

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## Question

Why are badges not deactivating 24-48 hours after their deactivation date?

## Answer

The badge deactivate status is based on either the badge type setting or the system badge status setting. If the badge type setting is not set, the system badge status will be used. If neither setting is configured, then the badge status will remain unchanged. The change in badge status occurs between 24 and 48 hours after expiration (accounting for differences in time zones).

If the system setting is configured for new badge status and the new badge status is configured based on badge type, the setting based on badge type setting will take precedence over the system setting (for that badge type).

## Applies To

OnGuard (All versions)

## Additional Information

None

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