What is the App Token System User?

Deployteq - Suzanne Martens - 2026-01-05 - Comments (0) - Accounts and logging in

From July 2024 onwards, for the apps Azure, Webhooks, Maxxton, Nominow, Shoppingminds, Intershop, and Spotler Activate, a change has been implemented regarding the associated tokens.

Now, if you install one of these apps via the Store, the associated App token will no longer be created on your own user account. Instead, a general system user will automatically be created to which the App token will be linked. You can find this user in the user management section of the portal under Administration and recognize it by the name 'app token system user'. The name of this user can be changed, but the login name cannot.

The reason for this change is to prevent these apps from no longer functioning when the user account on which the token is created becomes inactive. For this reason, it has also been made impossible a while back to delete a user with an active token. For more information, see this FAQ article as well.

This account will never be deactivated.

