



# How to unblock users account

## Overview

The screenshot shows a login form with two input fields: the first contains the username 'mikyla' and the second contains a masked password '.....'. Below the fields are two links: 'Keep me logged in' with an unchecked checkbox, and 'Forgot your password?'. At the bottom, a red error message box contains the text: 'You have entered an Incorrect username and/or password 3 times. Please contact your Claromentis administrator to unblock your account.'

After several attempts, user access may be temporarily blocked (Frozen/Locked) by the system as a security measure. Here is a typical error message:

You have entered an incorrect username and/or password 3 times. Please contact your Claromentis administrator to unblock your account.



Users with access to People Admin Panel can then unblock this account if necessary and here is how.


### Step 1: Navigate to Admin > People Admin Panel

### Step 2 Expand the search.

under **Account state** selects the following:

1. **Frozen/Locked** to see a list of temporarily blocked account due to incorrect login attempts.
2. **Blocked** to see a list of users that their account has been blocked manually (due to leaving the company or other reasons)

Account state:Frozen  

Advanced search 

Keywords

Any 

Account state

Frozen/Locked 

First name

Surname

Role

Any 

Group

Any 

With subgroups

Extranet area

 Search

24 

Step 3 Uncheck "Unlock now" to allow the user to try log-in again.

This account is locked due to repeated failed login attempts until 2/21/2019 09:19

Unlock now

Access level

Unclassified 

Last time login

2/21/2019 09:07

User code

Username\*

mikyła

Password

Generate random password

(if you want to change it)

Confirm Password

Account state

Enabled  Disabled

or Change the account state to "Enabled" if the user's account is blocked manually

 Password   Generate random password  
(if you want to change it)

 Confirm Password

Account state  Enabled  Disabled

Directory

#### Step 4: Reset Password if needed.

Alternatively, you can reset the user's password from this screen with a new temporary password.

As a best practice go to "Other settings" and check

"User must change the password on next login" allowing users to choose their own password after next log-in.

[Edit user information](#) [Role](#) [Group](#) [Org chart](#) [Other settings](#)

Password policy  User must change password on next login