



Frozen/Locked accounts

Overview

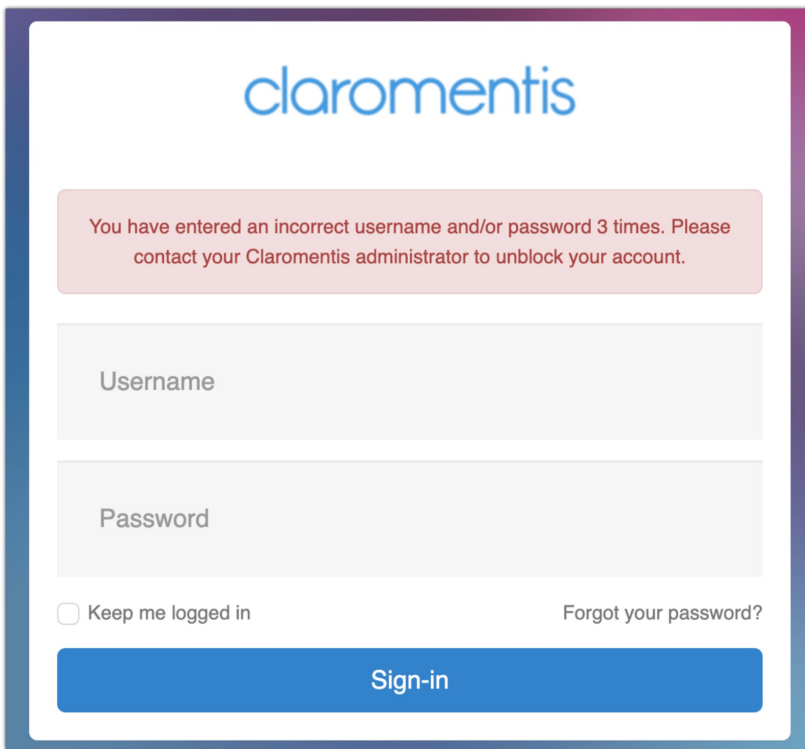
Users will have a certain number of attempts for incorrect credential entry as set by People administrators in the [Password policy](#) area.

The attempts before the maximum will show the below error when incorrect credentials are entered:

A screenshot of the Claromentis login page. The page has a white background with a blue border. At the top, the 'claromentis' logo is displayed in blue. Below the logo is a red error message box containing the text 'Invalid username or password given'. Underneath the error message are two input fields: 'Username' and 'Password'. At the bottom left, there is a checkbox labeled 'Keep me logged in'. At the bottom right, there is a link labeled 'Forgot your password?'. At the very bottom, there is a blue 'Sign-in' button.

Once the last attempt has been concluded incorrectly user access will be temporarily blocked (Frozen/Locked) by the system as a security measure.

The default message below will display to them:



As end users can become confused with terminology, we recommend updating the phrasing of this message in the core [localisation](#) to something more indicative of the situation and how they can seek help on your site specifically or from your Intranet management team.

e.g. To replace the use of 'unlock' to reference the temporary freezing/locking of the account so the end user is aware they can try again without needing administrator assistance.

frozen						
Status	Type	Key	Aux	English	U.S. International	Russian
Im	login.frozen			You have entered an incorrect username and/...		Вы ввели некоррек
Im	people:profile.account_state.frozen			Frozen/Locked		Заморожен/заблоки
It	panels:peopleadmin_edituser:user_frozen.body		\$im["people.profile.account_s...			
It	panels:peopleadmin_edituser:login_frozen_notify.body			Send notification to People Administrators whe...		Отправлять уведомл
It	panels:peopleadmin_edituser:login_frozen_timeout.body			How long they are locked out for (minutes)		Время блокировки (

Save

The updated message when attempts are maximised:

The image shows a login page for 'claromentis'. At the top, the logo 'claromentis' is displayed in blue. Below the logo is a red-bordered box containing a message: 'You have entered an incorrect username and/or password 3 times. Your account is temporarily locked. Please wait 5 minutes before attempting login again. For continual failures please reset your password on the login page or contact one of your intranet administrators.' Below this message are two input fields: 'Username' and 'Password'. Under the 'Password' field, there is a checkbox labeled 'Keep me logged in' and a link 'Forgot your password?'. At the bottom of the form is a blue button labeled 'Sign-in'.

Context

So, depending on the credentials the user is entering incorrectly, they do have an opportunity to successfully log in themselves without outside assistance by simply waiting for their account to unlock after the set time period.

However, in most cases, a user has maximised the attempts because they do not know their username and/or password.

Accounts becoming frozen can be avoided entirely by requesting end users store their login credentials in a password manager or browser (depending on your company policy for this)

If credentials cannot be stored then the responsibility to manage user credentials falls to your site's People Administrators, Claromentis has tools to assist with this process, as outlined in the next section.

If they do not know their password

They can reset this [on the login page](#) and then attempt to log in with this once their account is no longer frozen.

If they do not know their username

They will need assistance from a People administrator to let them know what this is or send them a

credential email from **Admin > People > Email login details**.

Having a naming convention for usernames helps to avoid these situations e.g. everyone's username is their email address, then there is no potential for an end user to not know what this is when trying to log in.

If they do not know both their username and password

If the user does not know they can reset their own password on the login page, then they will need assistance from a People administrator to [reset their password for them](#) and send a credential email from **Admin > People > Email login details** so they are shown both their username and a new password.

Do they need more help than unfreezing?

There is an opportunity whilst an account is frozen however for People administrators to unfreeze the accounts early, and before the time period set in the Password policy has elapsed.

Generally, though, the time period accounts remain frozen is short e.g. 3 minutes

It's not always most efficient to have a People administrator rectify by unfreezing because the end user does not have long to wait before their attempts reset anyway and it's more likely that they don't actually know their credentials so would need further assistance from an administrator beyond just unfreezing.

We recommend turning on the option shown below in **Admin > People > Password**:

Admin / People Control Panel

Users Power users Roles Groups Password policy

Utilities

- Add a new user
- Export users
- Add/update from CSV file

Configuration

- General configuration
- Configure user profile fields
- Configure Skills

Default password policy options

Minimum password length: 18

Require strong password

Maximum password age: 5 days

Notify user 1 days before expiration.

Accounts lockout

How many attempts the user is allowed until account is locked 3

How long they are locked out for (minutes) 3

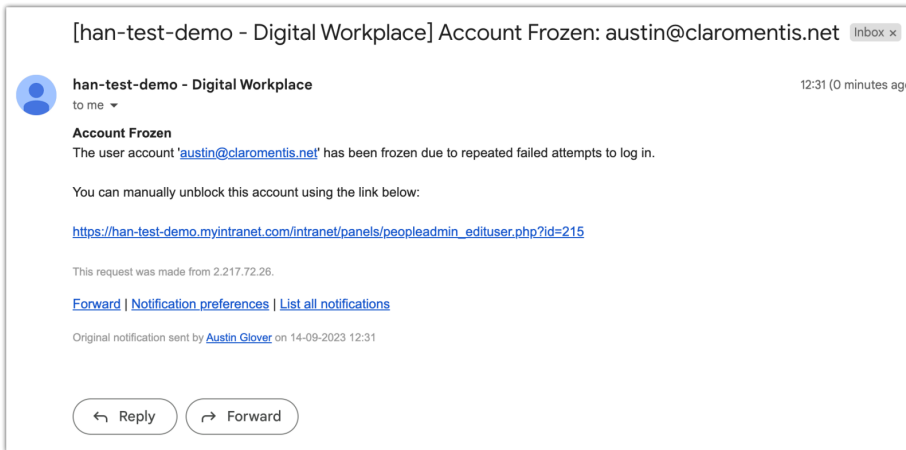
Send notification to People Administrators when an account is locked out

Save

This means whenever an account is frozen all People administrators are sent an email detailing the user and a link to unfreeze the account.

Beyond simply unfreezing the account this gives an opportunity for your team to be proactive and reach out to that user to assist with any further password recovery/reset/confirm username rather than

putting the onus on the end user to reach out to you.



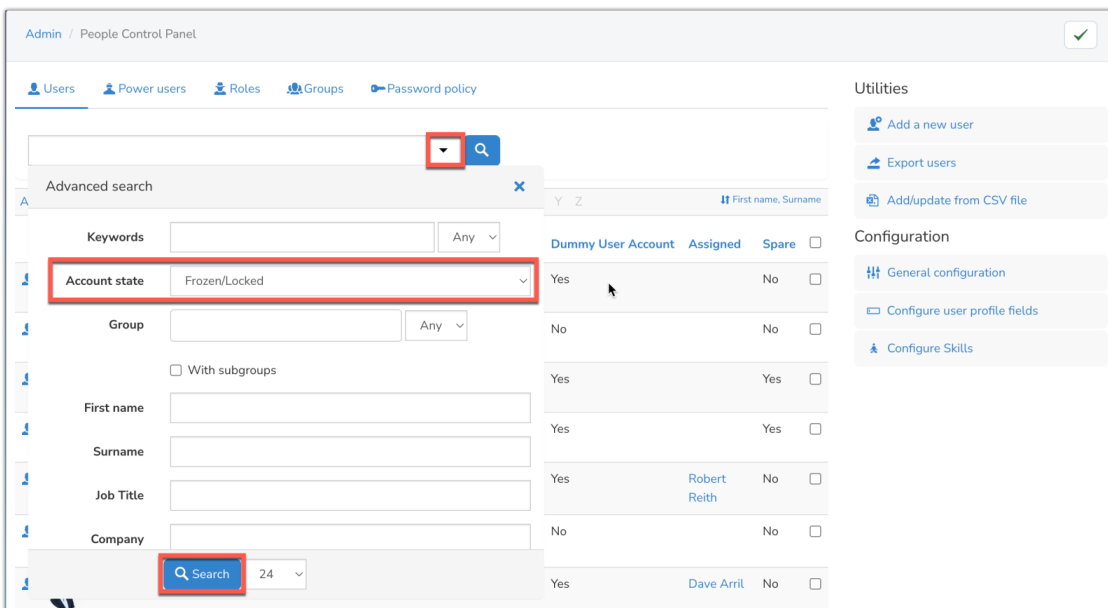
Of course, People administrators can simply unfreeze the accounts using the link in the email (or by following the steps below) as they are notified of each instance.

However as aforementioned, if the user doesn't know their credentials they will simply keep maximising attempts and freezing, so the actual cause of the issue is not being addressed by only unfreezing.

Unfreeze an account as an administrator

Step 1: Navigate to **Admin > People** Admin Panel (if following the link given in the administrator email go to Step 4)

Step 2: Use the Advanced Search to search for Frozen/Locked accounts



Step 3: Click on one of the accounts from the list

Step 4: Check 'Unlock now' scroll down to the end of the screen and click 'Update' to save

Admin / People Control Panel / Edit user info

Edit user information Role Group Org chart Other settings

This account is locked due to repeated failed login attempts until 14-09-2023 12:49

Unlock now

User code

Last time login 12-09-2023 11:32

Account state Enabled Disabled

Assign user to extranet area Primary Area

Step 5: The user account is no longer frozen so their attempts reset and they can try to login again

Step 6: Is administrator intervention required?

A People administrator can reach out to the user and clarify what help they need with their credentials, then the admin can:

- Confirm the correct username they should use
- Instruct how they can [reset their own password on the login page](#)
- [Reset the password on the end user's behalf](#) and send this in an email using the 'email login details' feature and ensure the user has to set a new password themselves on the next login (optional).

Last modified on 14 September 2023 by [Veronica Kim](#)

Created on 21 February 2019 by [Hannah Door](#)

Tags: [blocked](#), [login](#), [user](#), [frozen](#), [locked](#)