



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 following error when incorrect credentials are entered:

A screenshot of the Claromentis login page. At the top is the Claromentis logo. Below it is a red error message: "Invalid username or password given". The form has two input fields: "Username" with a person icon and "Password" with a key icon and a toggle for visibility. Below the password field are two links: "Remember Me" with a checkbox and "Forgot your password?". At the bottom is a blue "Sign-in" button. The footer text reads "Powered by Claromentis Digital Workplace".

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:

claromentis

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

Username

Password

☐ Remember Me [Forgot your password?](#)

Sign-in

Powered by Claromentis Digital Workplace

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.

Status	Type	Key	Aux	English	U.S. International	Russian
	Im	login.frozen				Вы ввели некоррект

login.frozen Show all

You have entered an incorrect username and/or password {↑ times}. Please contact your Claromentis administrator to unlock your account.

Save Cancel

Save

The updated message now appears when attempts are maximised:

The image shows a login page for Claromentis. At the top, the Claromentis logo is displayed. Below it, a red message box states: "You have entered an incorrect username and/or password 3 times. Please wait 5 minutes for your attempts to reset, and you can try again. For continual failures, you can reset your password on the login page or contact ithelp@yourcompany.com for further assistance." Below the message, there are input fields for "Username" and "Password". The "Username" field has a person icon, and the "Password" field has a key icon and a toggle for visibility. Below the password field, there is a "Remember Me" checkbox and a link for "Forgot your password?". A blue "Sign-in" button is at the bottom. At the very bottom, it says "Powered by Claromentis Digital Workplace".

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, 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 they would need further assistance from an administrator beyond just unfreezing.

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

The screenshot shows the 'Password policy' configuration page within the 'People Control Panel'. The left sidebar contains navigation links for 'Admin', 'Staff list', 'UTILITIES' (Add a new user, Export users, Add/update from CSV file), and 'CONFIGURATION' (General configuration, Configure user profile fields, Configure Skills). The main content area has tabs for 'User licences', 'Licence limit', 'Active users', 'Remaining users', 'Extranet user limit', 'Active extranet users', and 'Remaining extranet users'. Below these tabs are buttons for 'Users', 'Power users', 'Roles', 'Groups', and 'Password policy'. The 'Password policy' section includes 'Default password policy options' with fields for 'Minimum password length' (8), 'Require strong password' (unchecked), 'Maximum password age' (5 days), and 'Notify user' (1 days before expiration). The 'Accounts lockout' section includes fields for 'How many attempts the user is allowed until account is locked' (3) and 'How long they are locked out for (minutes)' (5). A checkbox labeled 'Send notification to People Administrators when an account is locked out' is highlighted with a red box. A 'Save' button is at the bottom.

Admin > People Control Panel

User licences Licence limit Unlimited Active users 55 Remaining users Unlimited

Extranet user limit Unlimited Active extranet users 7 Remaining extranet users Unlimited

If required, more user licenses can be requested on our support portal [Request licences](#) [More details](#)

Users Power users Roles Groups Password policy

Default password policy options

Minimum password length: 8

☐ 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

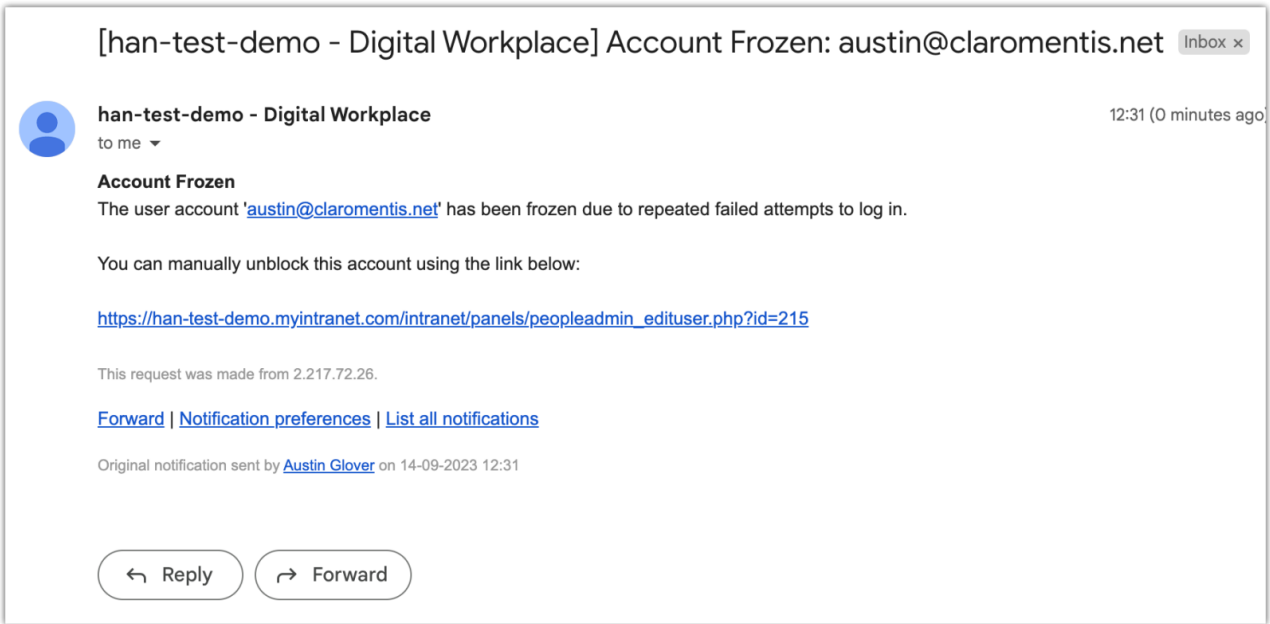
How long they are locked out for (minutes) 5

☐ 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.

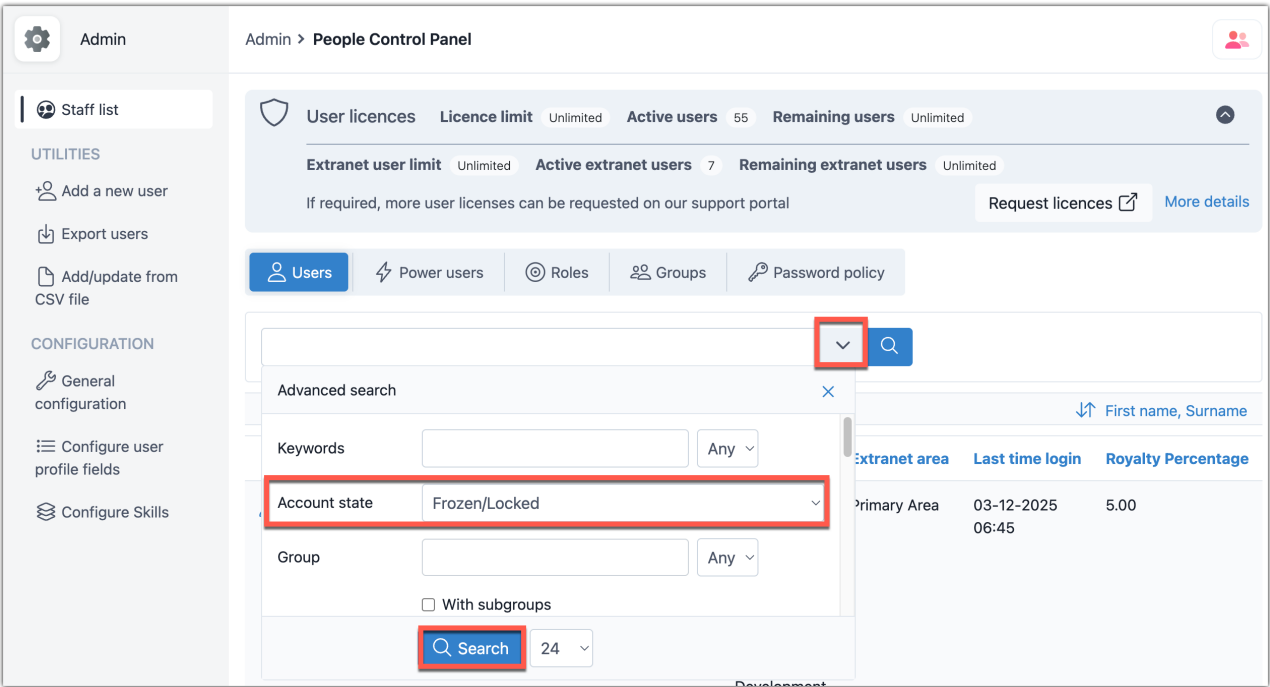
However as aforementioned, if the user doesn't know their credentials they will simply keep maximising attempts and freezing, so the actual cause of the issue is not being addressed by only unfreezing.

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

Admin

Staff list

UTILITIES

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

CONFIGURATION

- General configuration
- Configure user profile fields
- Configure Skills

Edit user information | Role | Group | Org chart | Other settings

This account is locked due to repeated failed login attempts until 07-01-2026 15:46

☐ Unlock now

User code

Last time login: 03-12-2025 06:45

Account state: ☒ Enabled ☐ Disabled

Assign user to extranet area: Primary Area

Username *: abigail

Password

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

Change image

Delete image

☐ Email log-in details

Step 5: The user account is no longer frozen, so their attempts are reset, and they can try to log in 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).

Created on 7 January 2026 by [Hannah Door](#)

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