

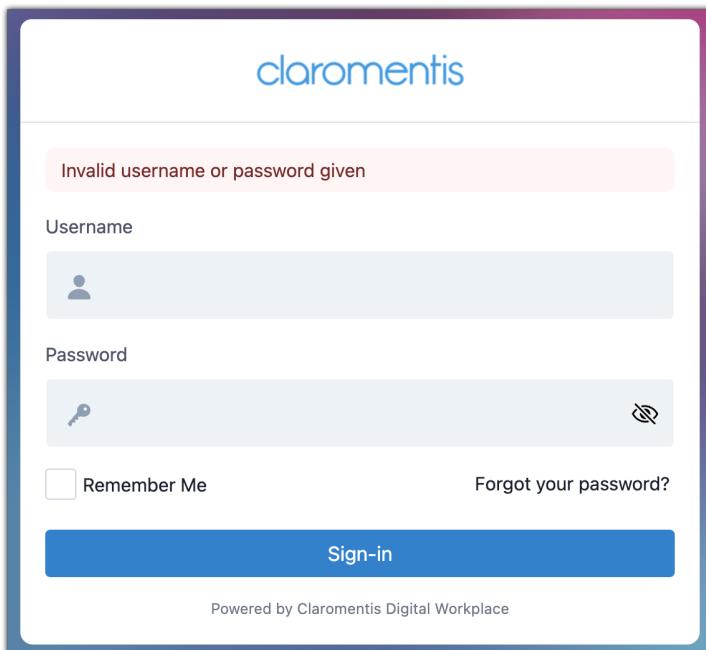


Frozen/Locked accounts

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:



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 unlock your account.

Username

Password



Remember Me [Forgot your password?](#)

Sign-in

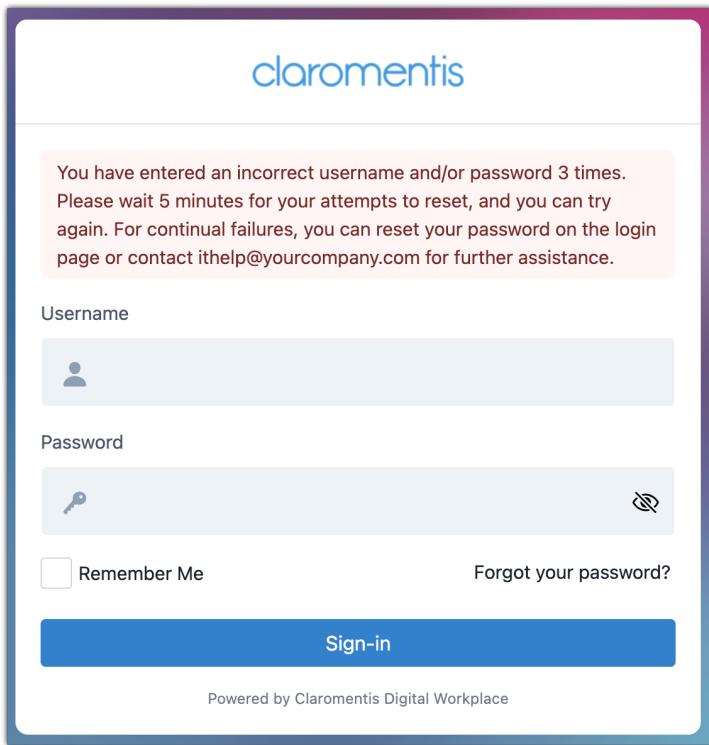
Powered by Claromentis Digital Workplace

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.



The updated message now appears when attempts are maximised:



The screenshot shows the Claromentis login page. At the top, the Claromentis logo is displayed. Below it, a message box contains the following text: "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." The main login form has "Username" and "Password" fields. Below the password field is a "Remember Me" checkbox and a "Forgot your password?" link. A large blue "Sign-in" button is at the bottom. At the very bottom of the page, a small note 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.

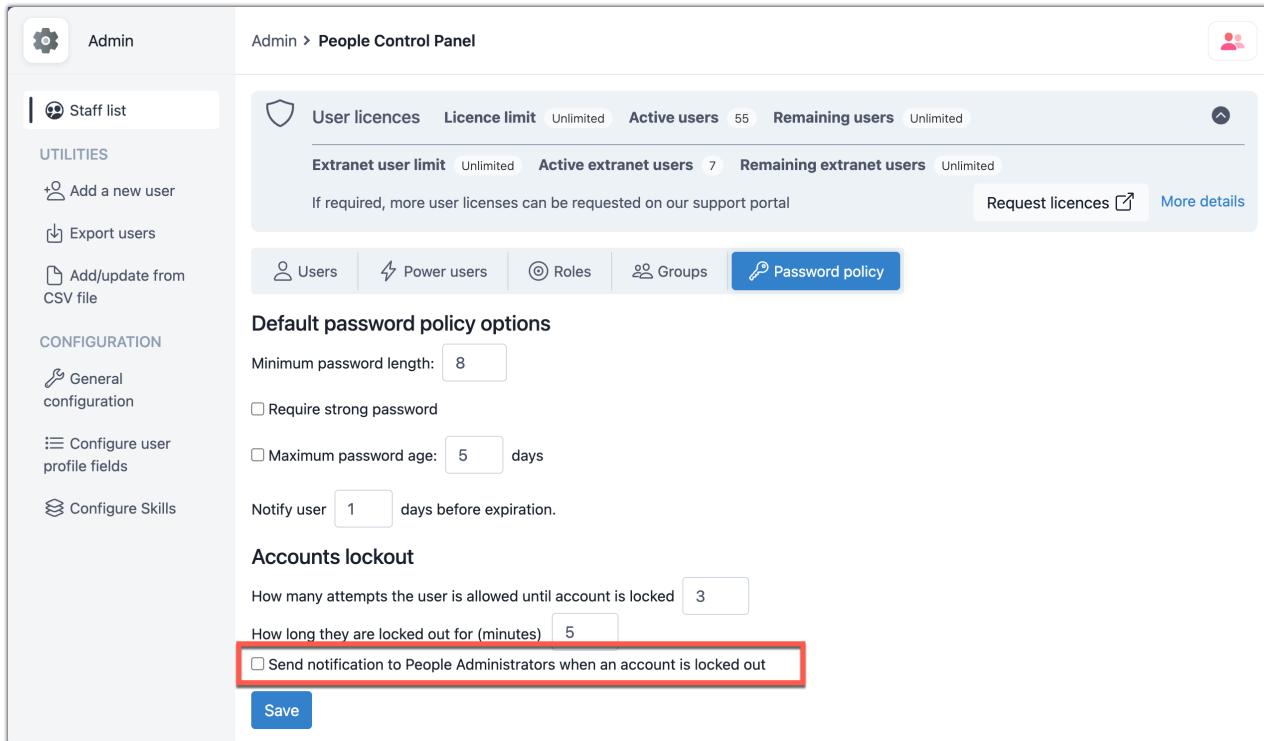
Do they need more help than unfreezing?

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 'Admin > People Control Panel' interface. On the left, there's a sidebar with 'Staff list', 'UTILITIES' (containing 'Add a new user', 'Export users', and 'Add/update from CSV file'), and 'CONFIGURATION' (containing 'General configuration', 'Configure user profile fields', and 'Configure Skills'). The main area is titled 'User licences' with 'Licence limit: Unlimited', 'Active users: 55', and 'Remaining users: Unlimited'. Below this, there are sections for 'Extranet user limit' (Unlimited), 'Active extranet users' (7), and 'Remaining extranet users' (Unlimited). A note says 'If required, more user licenses can be requested on our support portal'. There are 'Request licences' and 'More details' buttons. At the bottom of the main area, there are tabs for 'Users', 'Power users', 'Roles', 'Groups', and 'Password policy' (which is highlighted in blue). Under 'Default password policy options', there are fields for 'Minimum password length: 8', 'Require strong password' (unchecked), 'Maximum password age: 5 days', and 'Notify user 1 days before expiration'. Under 'Accounts lockout', there are 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 for 'Send notification to People Administrators when an account is locked out' is checked and highlighted with a red box. At the bottom right is a 'Save' button.

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.

[han-test-demo - Digital Workplace] Account Frozen: austin@claromentis.net Inbox x



han-test-demo - Digital Workplace

to me ▾

12:31 (0 minutes ago)

Account Frozen

The user account 'austin@claromentis.net' has been frozen due to repeated failed attempts to log in.

You can manually unblock this account using the link below:

https://han-test-demo.myintranet.com/intranet/panels/peopleadmin_edituser.php?id=215

This request was made from 2.217.72.26.

[Forward](#) | [Notification preferences](#) | [List all notifications](#)

Original notification sent by [Austin Glover](#) on 14-09-2023 12:31

[Reply](#)

[Forward](#)

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.

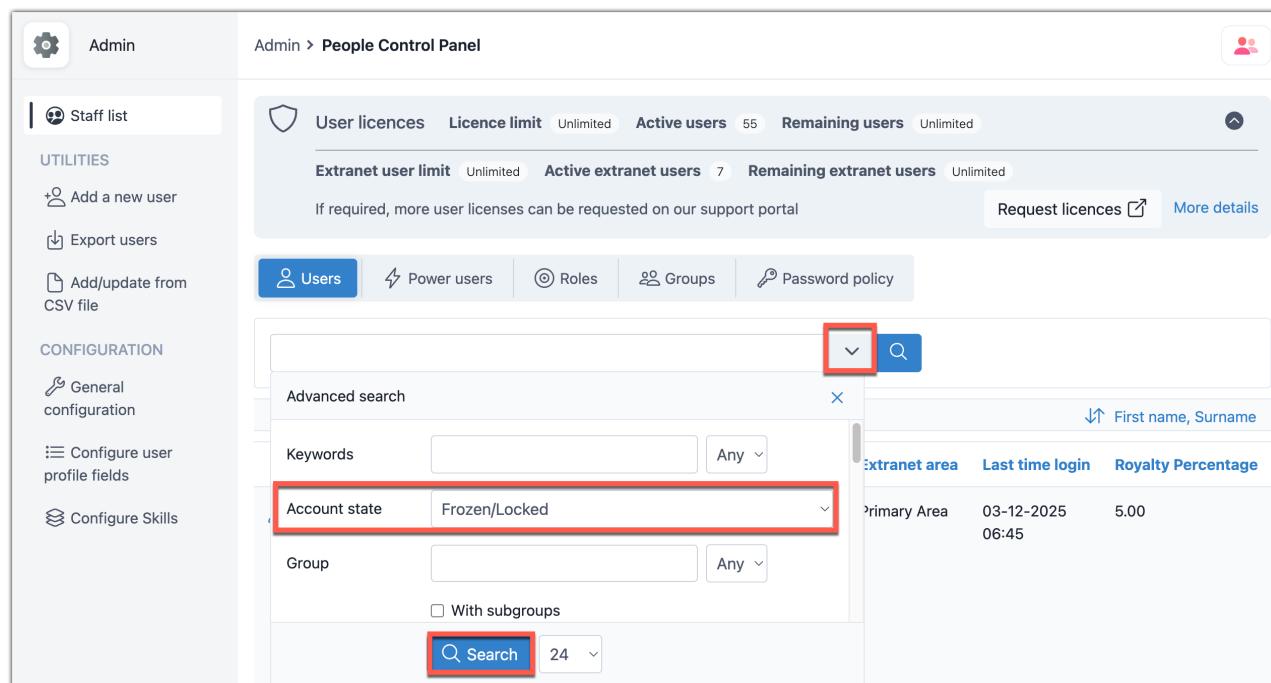
However as aforementioned, if the user doesn't know their credentials they will simply keep maximising attempts and freezing, so the actual cause of the issue is not being addressed by only unfreezing.

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)

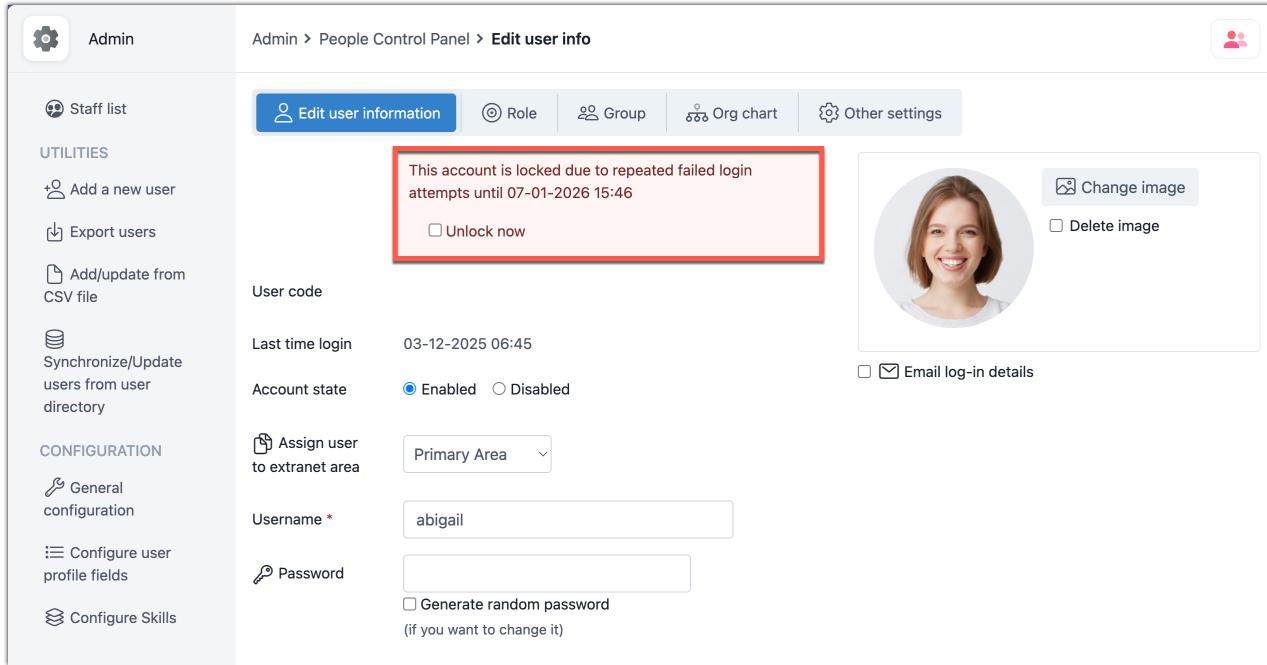
Step 2: Use the Advanced Search to search for Frozen/Locked accounts



The screenshot shows the 'Admin > People Control Panel' interface. On the left, there's a sidebar with 'Staff list' selected under 'UTILITIES', and 'Add a new user', 'Export users', 'Add/update from CSV file', 'General configuration', 'Configure user profile fields', and 'Configure Skills' options. The main area shows user statistics: 'User licences' (55), 'Licence limit' (Unlimited), 'Active users' (55), 'Remaining users' (Unlimited), 'Extranet user limit' (Unlimited), 'Active extranet users' (7), and 'Remaining extranet users' (Unlimited). A note says 'If required, more user licenses can be requested on our support portal'. Below this is the 'Advanced search' section. The 'Account state' dropdown is set to 'Frozen/Locked' and is highlighted with a red box. The 'Search' button at the bottom of the search form is also highlighted with a red box. Other search fields include 'Keywords' and 'Group', and a checkbox for 'With subgroups'. The results table shows a single row: 'Primary Area' (Development), 'Last time login' (03-12-2025 06:45), and 'Royalty Percentage' (5.00).

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

UTILITIES

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

Synchronization/Update users from user directory

CONFIGURATION

- General configuration
- Configure user profile fields
- Configure Skills

Edit user information

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](#)