



## 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, there is a red error message box that reads 'Invalid username or password given'. Underneath the error message, there are two input fields: 'Username' and 'Password'. Below the 'Password' field, there is a checkbox labeled 'Keep me logged in' and a link that says 'Forgot your password?'. At the bottom of the form, 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:

# claromentis

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

Username

Password

☐ Keep me logged in

[Forgot your password?](#)

Sign-in

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

Username

Password

☐ Keep me logged in

Forgot your password?

Sign-in

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.

Status	Type	Key	Area	English	U.S. International	Russian
in	login	frozen		You have entered an incorrect username and/...		Вы ввели неверные
in	people:profile:account:state	frozen		frozen/locked		Заблокирован/зам
it	panels:peopleadmin_edituser:login_frozen_body		\$tm["people.profile.account_s...			
it	panels:peopleadmin_edituser:login_frozen_notify_body			Send notification to People Administrators whe...		Отправлять уведом
it	panels:peopleadmin_edituser:login_frozen_timeout_body			How long they are locked out for (minutes)		Время блокировки

The updated message when attempts are maximised:

The image shows a web browser window displaying the Claromentis login page. At the top, the 'claromentis' logo is visible. Below it, a red-bordered box contains 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, there is a blue 'Sign-in' button.

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## 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.

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## 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.

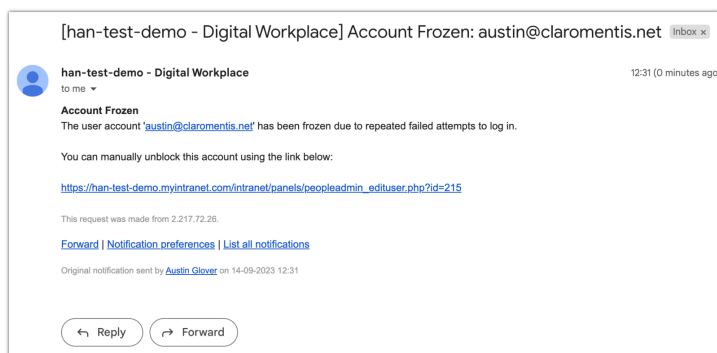
Generally, though, the time period accounts remain frozen is short e.g. 3 minutes

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**:

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

