Bravura Security Fabric Implementation:

Unlock accounts - Self Service

Users who have locked an account due to too many failed login attempts can use the *Hitachi ID Bravura Pass* web interface to unlock their account. Help desk users can also use the web interface to unlock users.

Users access the Unlock accounts (PSK) module after logging into *Bravura Security Fabric* with a known password or with another form of authentication. Once authenticated, users can unlock their account without calling the help desk. If configured, *Bravura Pass* can automatically create tickets on a issue-tracking system for the event. Users having the ability to unlock their own accounts is an advantage as it helps lower help-desk costs.

> **Note:** *Bravura Pass* does not allow users to reactivate accounts that were disabled by an administrator.

1 Use case: Enabling self-service and assisted unlocks

The *Unlock accounts* (PSK) module is *disabled* by default. You must enable it to allow users to access this feature. Enabling this module also allows help desk users to unlock users' accounts via the Help users (IDA) menu.

To configure self-service unlock:

1. Log in to *Bravura Security Fabric* as superuser.

2. Click **Manage the system** → **Modules** → **Unlock accounts (PSK)**.

3. Set the **PSK ENABLED** option to Enabled.

4. Click **Update** to submit changes.

2   Use case: Unlocking accounts

To unlock accounts using the *Bravura Security Fabric* self-service menu:

1. Log into the Front-end (`PSF`) as an end user. password `<password>`.

2. Click **Unlock accounts**.

3. Enable the checkboxes next to the accounts you want to unlock and click **Unlock**.

The process is similar for assisted account unlock, except that the help-desk user clicks **Help users** then authenticates the user first.

> **Note:**   If a user locks themselves out of *Bravura Security Fabric*, a help-desk user can unlock their profile via the **Profile status** tab on the *Help users* menu.