



# Unlocking User Accounts

## Virtual Desktop Service

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# Unlocking User Accounts

## Overview

Unlocking a locked account for an End User is a simple process that resolves a moderately common issue that end users report.

After four failed login attempts the User will be locked out. The duration is 30 minutes unless the customer account has password complexity enabled, in which case the lockout can only be performed manually.

The user account can be unlocked from the list of users on the Users & Groups page in the Workspaces or from the User Detail page.

## Users & Groups Page

The screenshot displays the 'Users & Groups' interface. At the top, there's a header with 'Users' on the left and 'Add/Import' and 'Refresh' on the right. Below the header is a search bar containing the text 'toby'. The main area is a table with columns: 'Name', 'Username', 'Status', and 'Connection Status'. The first row shows 'Toby van Roojen' with username 'toby.vanroojen...', status 'Available' (indicated by a green dot), and connection status 'Account Locked' (indicated by a red dot). Below the table, there are pagination controls: '<<' '<' '1' '2' '>' '>>'. A context menu is open over the first row, showing 'Unlock' and 'Delete' options. The 'Unlock' option is highlighted, and a tooltip 'Unlock' is visible next to it.

Name ▼	Username	Status	Connection Status
Toby van Roojen	toby.vanroojen...	● Available	● Account Locked

## User Detail Page

< NG6 Demo(72q)

Toby vanRoojen (toby.vanroojen@ng6demo)

Overview

 Delete User

 Unlock User

#### User Details

Username

toby.vanroojen

Phone

Email

Login Identifier

ng6demo

Partner

[Demo](#)  
[Customers](#)

First Name

Toby

Last Name

vanRoojen

Created By

toby.vanroojen@cloudjumper.net

Created On

11/10/2016  
5:30 pm

#### Status & Connection Details

Connection Status

Account Locked

Status

Available

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