



# Unlocking User Accounts

## Virtual Desktop Service

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# Unlocking User Accounts

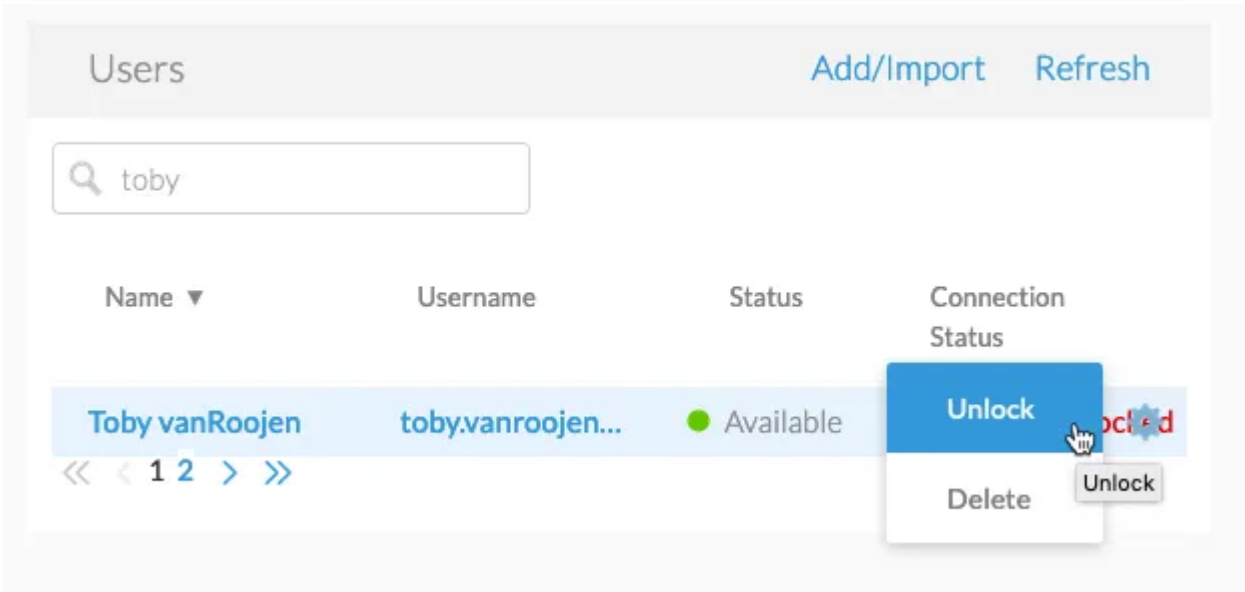
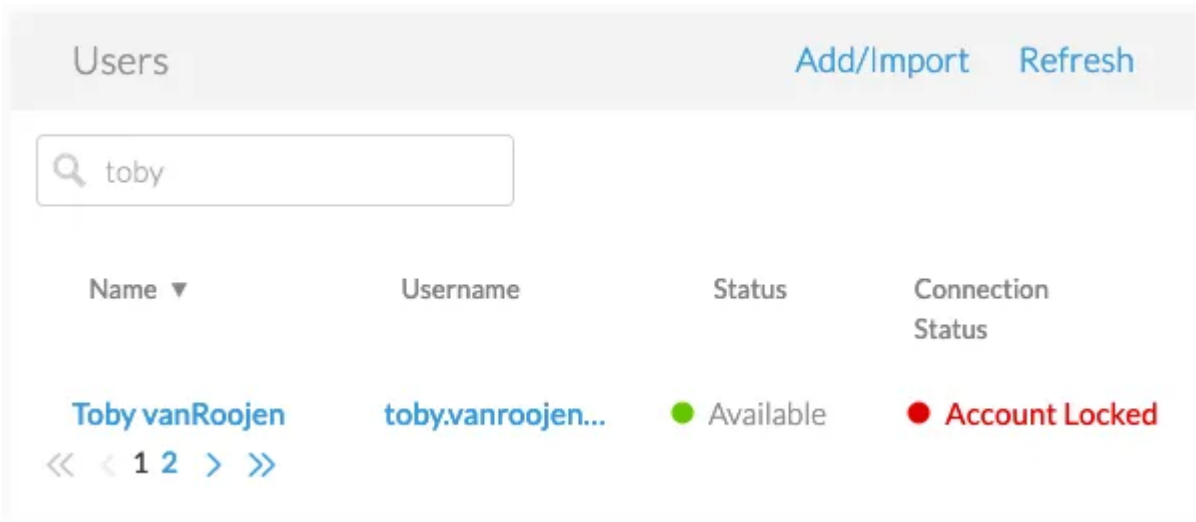
## Overview

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



# User Detail Page

< NG6 Demo(72q)

Toby vanRoojen (toby.vanroojen@ng6demo)

Overview

Delete User

Unlock User

User Details

Username

toby.vanroojen

Phone

Login Identifier

ng6demo

First Name

Toby

Created By

toby.vanroojen@cloudjumper.net

Email

Partner

Demo  
Customers

Last Name

vanRoojen

Created On

11/10/2016  
5:30 pm

Status & Connection Details

Connection Status

Account Locked

Status

Available

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