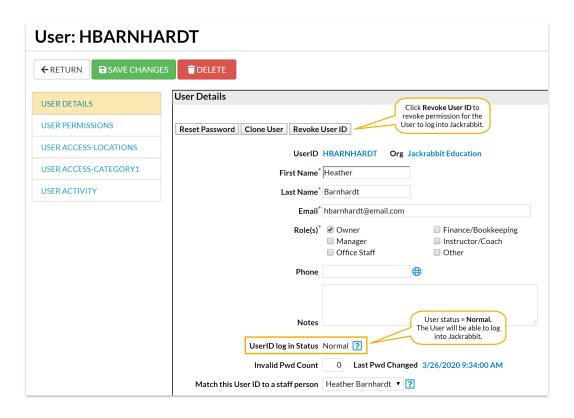
# **User ID Login Status**

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In the User Details section of a User ID profile (Gear icon > Settings > Users & Permissions > User IDS > select a UserID), the User ID login Statusfield indicates the 'health' of the User ID.

#### **Normal Status**

All clear! The User is able to log into Jackrabbit.



## **Permission Revoked**

A **System Administrator** (or User with the **User Permissions** *Manage Users* & *Permissions* and *Edit User Permissions*) can revoke a User ID by clicking on the *Revoke User ID* button, for example if the employee was terminated.

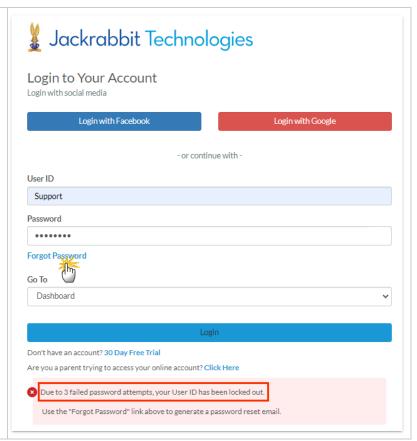


A User ID who has been revoked is no longer able to log into Jackrabbit and they cannot reset their password to gain access.

## **User Locked Out**

As a security measure, the Jackrabbit system will block a User if three incorrect password attempts are made by changing the User ID login Status to Locked Out.

The User can reset their access using the Forgot Password link on the Jackrabbit Login page or ask a **System Administrator** (or User with the **User Permissions** Manage Users & Permissions and Edit User Permissions) to change this status back to **Normal**.



#### Reset a User ID

- 1. Go to the Gear (icon) > Settings > Users & Permissions.
- 2. Click on the User ID that has been locked out.
- 3. Click the **Restore User ID** button. This will change the Status back to *Normal*.
- 4. Click Save Changes.