

User ID Login Status

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A User ID's login status determines if the User has access to log in to Jackrabbit. Access can be revoked, preventing a User from logging in either as a security measure or when an employee leaves your business. There are three different statuses a User can have: Normal, Permission Revoked, or Locked out. Keep reading to learn more about each status!

To view or edit a User ID's status, go to the **Gear icon > Settings > Users & Permissions > User IDs > Select a User ID**

Normal

A Normal status means that the User is able to log into Jackrabbit.

If a User with a Normal status is unable to log in, they should reset their password using the **Forgot Password** link on the Jackrabbit login page.

Permission Revoked

A User ID that has been revoked can no longer log into Jackrabbit and cannot reset their password to gain access. A **System Administrator** or User with the **User Permissions** *Manage Users & Permissions* and *Edit User Permissions* can revoke a User ID by clicking **Revoke User ID** on the User Details page.

User Locked Out

As a security measure, Jackrabbit will automatically lock a User's account after three incorrect password attempts. When this happens, the User's login status is changed to Locked Out.

The User can unlock their account by resetting their password using the **Forgot Password** link on the Jackrabbit login page. Alternatively, ask a **System Administrator** or User with the **User Permissions** *Manage Users & Permissions* and *Edit User Permissions* to change this status back to Normal

Restore a Revoked or Locked Out User ID

Follow the steps below to restore a User that has been locked out due to too many incorrect login attempts or has had their permission revoked.

1. Go to the **Gear icon > Settings > Users & Permissions**.

2. Click on the **User ID** that has been locked out or revoked.
 3. Click the **Restore User ID** button. This will change the *Status* back to Normal.
 4. Click **Save Changes**.
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