

User ID Login Status

Last Modified on 08/03/2022 11:38 am EDT

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

Normal Status

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

User: HBARNHARDT

[← RETURN](#) [SAVE CHANGES](#) [DELETE](#)

- USER DETAILS
- USER PERMISSIONS
- USER ACCESS-LOCATIONS
- USER ACCESS-CATEGORY1
- USER ACTIVITY

User Details

[Reset Password](#) [Clone User](#) [Revoke User ID](#)

UserID **HBARNHARDT** Org **Jackrabbit Education**

First Name*

Last Name*

Email*

Role(s)* Owner Finance/Bookkeeping
 Manager Instructor/Coach
 Office Staff Other

Phone

Notes

UserID log in Status **Normal** [?](#)

Invalid Pwd Count Last Pwd Changed **3/26/2020 9:34:00 AM**

Match this User ID to a staff person [?](#)

Click **Revoke User ID** to revoke permission for the User to log into Jackrabbit.

User status = **Normal**. The User will be 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A User ID who has been revoked is no longer able to log into Jackrabbit and they cannot reset their password to gain access.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**.

The screenshot shows the Jackrabbit Technologies login interface. At the top left is the Jackrabbit logo and the company name. Below it is the heading 'Login to Your Account' and the subtext 'Login with social media'. There are two buttons: 'Login with Facebook' (blue) and 'Login with Google' (red). Below these is the text '- or continue with -'. The main form has three fields: 'User ID' with a dropdown menu showing 'Support', 'Password' with a masked input field, and 'Forgot Password' with a hand icon. Below the password field is a 'Go To' dropdown menu showing 'Dashboard'. A large blue 'Login' button is at the bottom of the form. Below the button are two links: 'Don't have an account? 30 Day Free Trial' and 'Are you a parent trying to access your online account? Click Here'. At the bottom, a red error message box states: 'Due to 3 failed password attempts, your User ID has been locked out. Use the "Forgot Password" link above to generate a password reset email.'

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**.