

# User ID Login Status

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In the *User Details* section of a User ID profile (*Tools > Manage 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**

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**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 **Heather Barnhardt** [?](#)

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A User ID who has been revoked is no longer able to log into Jackrabbit and they cannot reset their password to gain access.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

### Jackrabbit User Login


User ID  
hbarnhardt

Password  
.....

Log In

[I forgot my password](#) 

Are you a parent trying to access your online account?

 Due to 3 failed password attempts, your User ID has been locked out.

Use the "I forgot my password" link above to generate a password reset email.

## Reset a User ID

1. Go to **Tools** and click **Manage 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**.
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