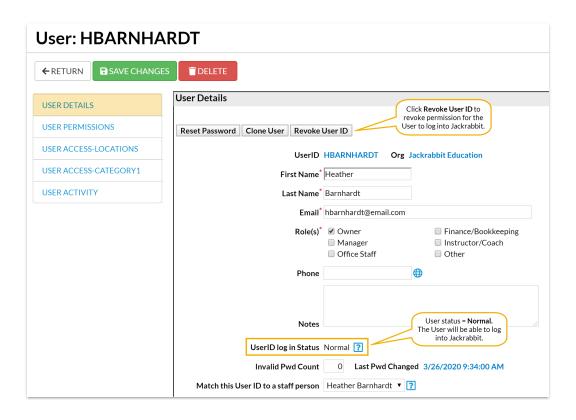
# **User ID Login Status**

Last Modified on 11/03/2020 12:31 am EST

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.



## **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.



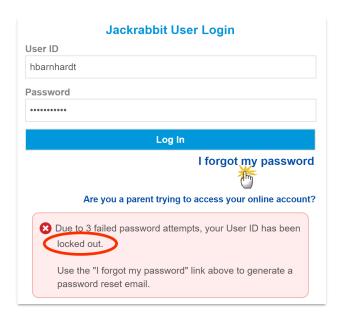
A User ID who has been revoked is no longer able to log into Jackrabbit and they cannot reset their password to gain access.

## **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.



## 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.