

# Lock/Unlock a User Account

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CareRight has three mechanisms to lock or disable a user account.

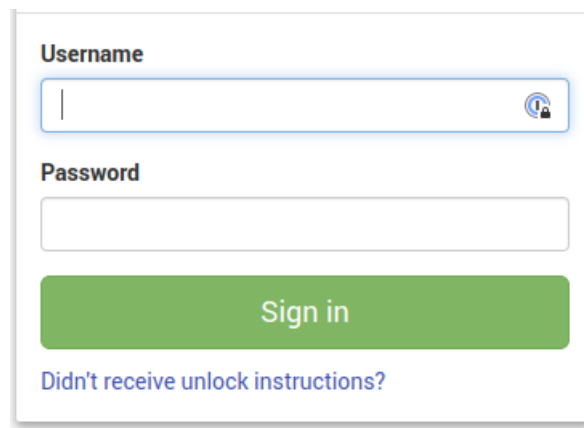
The first: CareRight supports a maximum of 20 failed password attempts. If this is exceeded, an account is temporarily locked for a **20 minute period**

The second: via **Admin > Users and Groups > Staff Members**, when an account is **Disabled** - this will prevent login and give the user a 'locked' message. To grant access, uncheck the control.

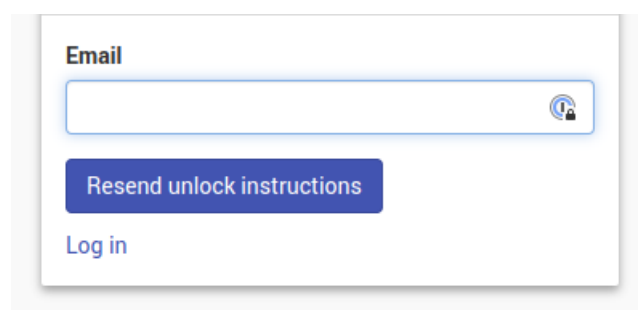
The third: via **Admin > Users and Groups > User**, when an account has **no groups allowing access**. To grant access, simply add the relevant group(s).

## User unlocks own account: too many attempts

When an account is locked, instructions to unlock the account are emailed, provided an SMTP server is correctly configured. Users may resend instructions as required:



A screenshot of a login form. At the top is the label "Username" above a text input field with a blue border and a small user icon on the right. Below this is the label "Password" above another text input field. A large green button with the text "Sign in" is centered below the password field. At the bottom, there is a blue link that says "Didn't receive unlock instructions?"



A screenshot of an email form. At the top is the label "Email" above a text input field with a blue border and a small user icon on the right. Below this is a blue button with the text "Resend unlock instructions". At the bottom, there is a blue link that says "Log in".

## System Administrator unlocks

System Administrators can unlock an account. Simply navigate to System Administration > Users and Groups; then search for the relevant user.

## Users

[ACTIVE](#) [INACTIVE](#) [SUPPORT](#) [ALL](#)

[New User](#) [New Staff Member](#)

[Dashboard](#) / [Administration](#) / [Users and Groups](#)

### Users

Search... 

Username	Email	Display Name	Sign In Count	Last Sign In	Failed Attempts	Locked At	
security_test	daniel.example@gmail.com	Security Test	5	25/01/2022 at 12:02 PM	22	27/01/2022 at 12:39 PM	<a href="#">Show</a> <a href="#">Edit</a> <a href="#">Unlock</a>