

# Account lockout due to failed login attempts – Help Center

[help.fracttal.com/hc/en-us/articles/25022992597261-Account-lockout-due-to-failed-login-attempts](https://help.fracttal.com/hc/en-us/articles/25022992597261-Account-lockout-due-to-failed-login-attempts)

If your company has configured *password security* policies, your access account may be **locked** after several failed password attempts. This measure is part of the security policies implemented to protect the integrity of your information and prevent unauthorized access.

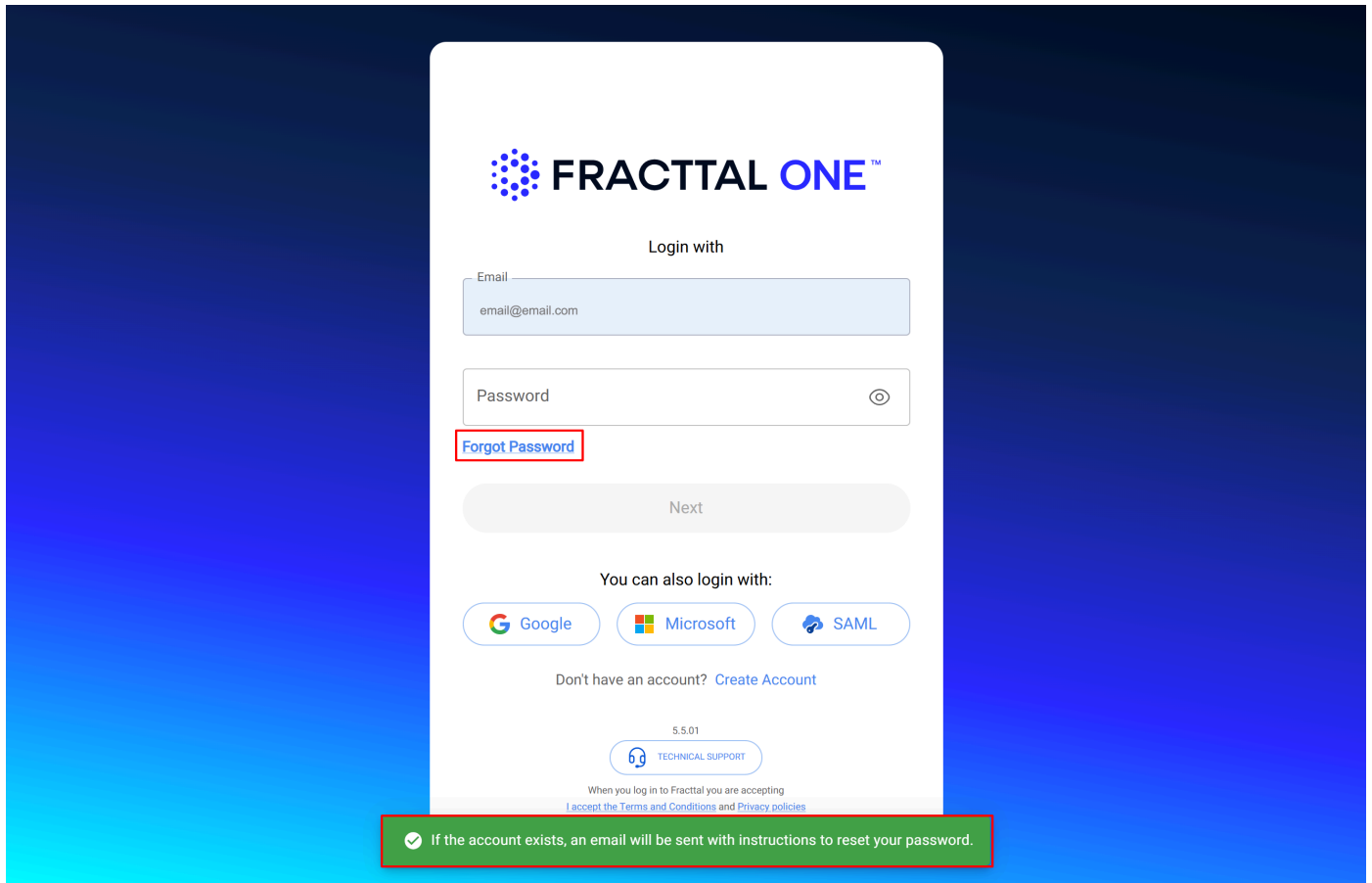
The system temporarily locks the account as a precaution to ensure data protection and prevent potential malicious attacks.



If your account has been locked due to failed password attempts, there are two methods available to restore access to the platform:

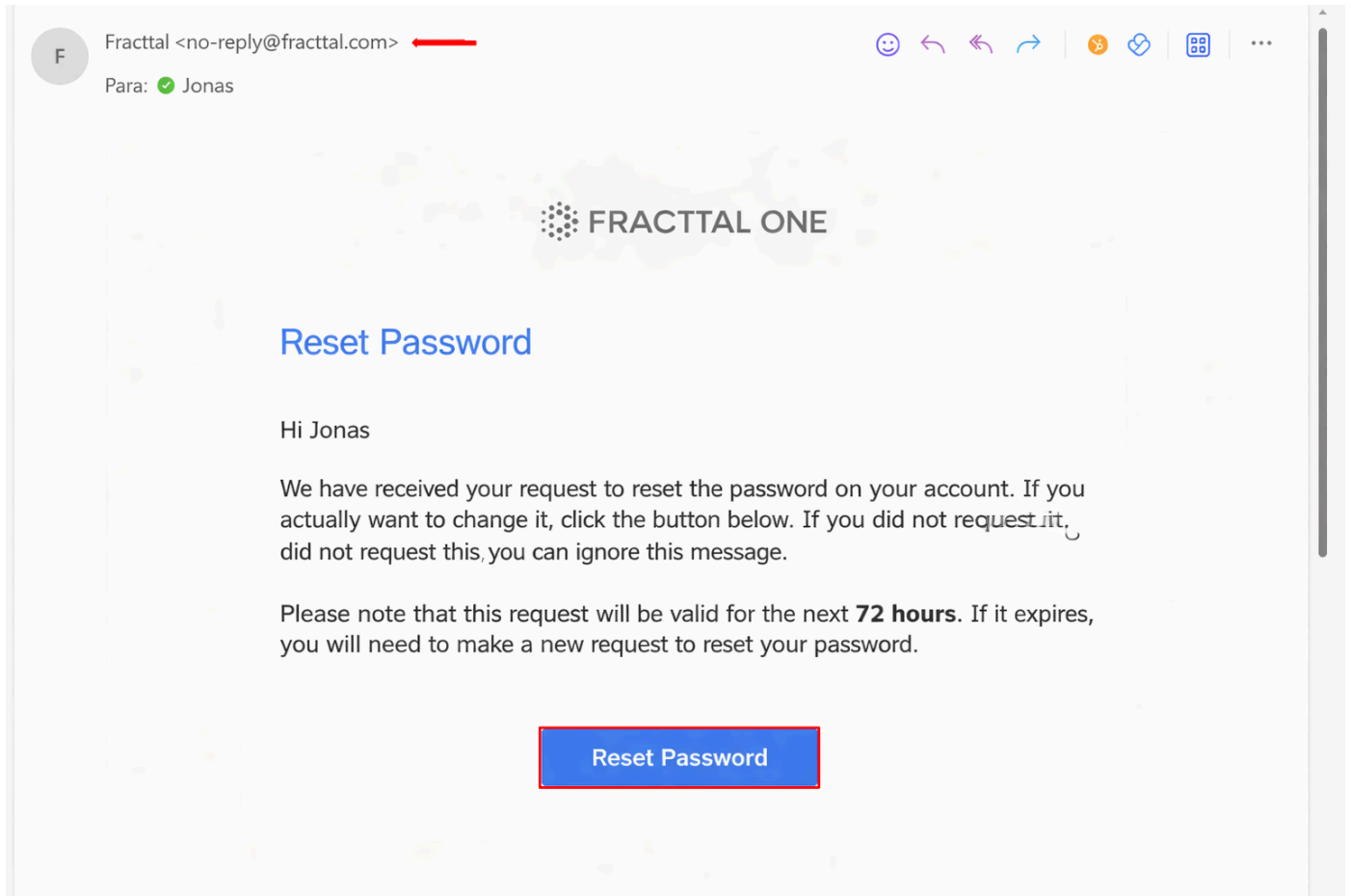
## Password recovery:

One way to unlock your account is by using the **"Forgot my password"** option, as shown below:



A confirmation message will appear stating: "An email has been sent to your address with instructions to reset your password."

- Access your email inbox and locate a message sent from the address: [no-reply@fractal.com](mailto:reply@fractal.com).
- Within the received email, click on the "**Change Password**" link to continue the process.



After clicking, you will be redirected to a link where you can change your password (**remember to create a secure password**).



Change password

Company  
🏠 (Am) Activación Fractal

New Password

Password is too short (the minimum is 6 characters)

Confirm New Password

Change




When you log in to Fractal you are accepting  
[I accept the Terms and Conditions and Privacy policies](#)

Once you have entered the new password, click the "**CHANGE**" button.



### Change password

Company

 (Am) Activación Fractal ▼

New Password

.....

Confirm New Password

.....

Change



When you log in to Fractal you are accepting  
[I accept the Terms and Conditions and Privacy policies](#)

A confirmation message will appear at the bottom right indicating that "**your password has been successfully changed**". Additionally, you will receive a confirmation email with the subject "**Password Reset**".



Login with

Email

Password



[Forgot Password](#)

Next

You can also login with:



Google



Microsoft



SAML

Don't have an account? [Create Account](#)

5.5.01



TECHNICAL SUPPORT

When you log in to Fractal you are accepting  
I accept the Terms and Conditions and Privacy policies

✔ Your Password has been changed



Fractal <no-reply@fractal.com>

Para: ✔ Jonas



Hello Jonas

## Password Reset

The password for your Fractal account has been changed.  
You can now log in with your new password.

If you have any questions, write to us at [support@fractal.com](mailto:support@fractal.com), we'd be happy to help!

Set Password



## Notes:

- It is important to note that the token provided has a maximum validity of 72 calendar hours. To ensure proper use, we recommend completing the process within this period.
- For security reasons, the Fractal Support team does not have the necessary permissions to enable, unlock, or create user accounts in our clients' databases. Consequently, we cannot provide direct assistance with these procedures through our support channels.

## User unlock by an Administrator

The second option to unlock an account is through the intervention of one of the designated administrators on your Fractal One account. These administrators will receive an email with the following message: '*User needs help unlocking their Fractal account*', which will include a brief explanatory video detailing the step-by-step process.

The image shows an email notification from Fractal One. The subject is "Jonas Campos needs help unlocking Fractal account". The body of the email says: "Hi One of your users, Jonas Campos ( emailxxxx@email.com ) at the company Activación Fractal - Ingles requested help to unlock the Fractal account. To unlock this user account, go to the configuration module in the User Accounts section and follow the steps below." Below the text is a screenshot of the Fractal One user accounts management interface. The interface shows a sidebar with navigation options like Settings, Fractal Company, Details, General, Business Calendar, User Accounts, Financial, Work Orders, Auxiliary Catalogs, Document Management, Transactions Log, Security, and Account. The main content area shows a summary for "USER ACCOUNTS" with a table of active users. The table has columns for "Active" (checkboxes) and "Name". The users listed are "Engineer", "Kios Truter", and "System Administrator", all with "Yes" in the Active column. To the right of the table is a filter panel with search fields for Name, Email, and Group Permissions, and filter buttons for "Verified" and "Locked". The "Locked" filter is currently set to "YES".

For more information: [How to unlock user account in Fractal?](#) or contact us at [support@fractal.com](mailto:support@fractal.com).

If you want more information about this second step, you can consult the following link:

**How to unlock a user account in Fractal?**

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