

# How to unlock a user account in Fracttal?

[help.fracttal.com/hc/change\\_language/en-us](https://help.fracttal.com/hc/change_language/en-us)

To unlock a user account in Fracttal, you must make sure that you have an admin profile, in this way you will have the possibility of unlocking the access accounts that have been blocked due to multiple failed password attempts.

1. Go to Settings > User Accounts module:

The screenshot shows the Fracttal user management interface. On the left is a sidebar with a 'Settings' menu and a list of modules. The 'User Accounts' module is selected and highlighted with a red box. The main area displays the 'USER ACCOUNTS' tab, also highlighted with a red box. It features a summary table with four columns: 'User Accounts' (24 / 30), 'Limited technician accounts' (6 / 10), 'Request accounts' (14 / Unlimited), and 'Number of read only accounts' (1 / Unlimited). Below this is a table of user accounts with columns for 'Enabled', 'Name', 'Email', and 'User Type'. Each row has a checkbox in the 'Enabled' column, most of which are checked and marked with a green 'Yes'. The table lists 10 users, including Abelardo 123, AFJ Pruebas, Alexander FJ (Pruebas), Alexander Sanchez, Alex Sanchez, ANAY PENICHE, Andres FC, Carlos Magno, and CF Pepita Pepita. At the bottom, it says 'Showing 45 of 45' and there is a blue circular button with a plus sign.

Settings

Old Version

FRACCTAL - Activación

Save

Details

General

User Accounts

Business Calendar

Modules

Financial

Auxiliary Catalogs

Document Management

Transactions Log

Security

API Connections

Guest Portal

Account

USER ACCOUNTS

PERMISSIONS

Enabled	Name	Email	User Type
<input type="checkbox"/> Yes	Abelardo 123	abelardo123@fracttal.com	Inhouse Personnel
<input type="checkbox"/> Yes	AFJ Pruebas	afjpruebas@gmail.com	Inhouse Personnel
<input type="checkbox"/> Yes	Alexander FJ (Pruebas)	alexanderfuentesj@gmail.com	Third Parties
<input type="checkbox"/> Yes	Alexander Sanchez	alexander.sanchez@fracttal.com	Inhouse Personnel
<input type="checkbox"/> Yes	Alex Sanchez	sanchez.alexander.esp@fracttal.com	Inhouse Personnel
<input type="checkbox"/> Yes	ANAY PENICHE	apeniche@avasa.com.mx	Inhouse Personnel
<input type="checkbox"/> Yes	Andres FC	andres10fc@gmail.com	Inhouse Personnel
<input type="checkbox"/> Yes	Carlos Magno	cmvignoli@gmail.com	Inhouse Personnel
<input type="checkbox"/> Yes	CF Pepita Pepita	chakroun.imene@gmail.com	Inhouse Personnel

Showing 45 of 45

## 2. Apply a search filter to quickly find blocked accounts:

The screenshot shows the 'FRACTAL - Activación' settings interface. On the left is a sidebar with navigation options: General, User Accounts (selected), Business Calendar, Modules, Financial, Auxiliary Catalogs, Document Management, Transactions Log, Security, API Connections, Guest Portal, and Account. The main area displays 'USER ACCOUNTS' with a table of user accounts. The table has columns for 'Enabled', 'Name', and 'Res'. The 'Enabled' column shows a toggle switch and a status (e.g., 'Yes' in green). The 'Name' column lists user names. The 'Res' column shows resource counts. At the bottom, it says 'Showing 45 of 45'.

On the right, a 'FILTER' panel is open. It includes sections for 'Enabled', 'Verified', and 'Locked'. The 'Enabled' section has buttons for 'ALL', 'YES', and 'NO'. The 'Verified' section has buttons for 'ALL', 'YES', and 'NO'. The 'Locked' section has buttons for 'ALL', 'YES', and 'NO', with the 'YES' button highlighted by a red rectangle. Below these sections are search fields for 'Name', 'Email', and 'Group Permissions'. At the bottom of the filter panel are 'Remove filters' and 'Apply Filters' buttons.

Enabled	Name	Res
<input type="checkbox"/> Yes	Abelardo 123	
<input type="checkbox"/> Yes	AFJ Pruebas	
<input type="checkbox"/> Yes	Alexander FJ (Pruebas)	
<input type="checkbox"/> Yes	Alexander Sanchez	
<input type="checkbox"/> Yes	Alex Sanchez	
<input type="checkbox"/> Yes	ANAY PENICHE	
<input type="checkbox"/> Yes	Andres FC	
<input type="checkbox"/> Yes	Carlos Magno	
<input type="checkbox"/> Yes	CF Pepita Pepita	

3. Then, once the blocked account has been identified, you must click on it, in order to go to the section where the "Unblock" option is displayed.

Settings

Old Version

FRACTTAL - Activación

Save

Details

- General
- User Accounts
- Business Calendar
- Modules
- Financial
- Auxiliary Catalogs
- Document Management
- Transactions Log
- Security
- API Connections
- Guest Portal
- Account

USER ACCOUNTS

PERMISSIONS

Name	Email	User Type	Profile	Group Per...	Verified	Locked	Loc
Paulo Vitor		Inhouse Personnel	Requests		Yes	Yes	// T

Showing 1 of 1

Edit User account

Name: Paulo Vitor

Email:

Profile: Requests

Group Permissions:

Configuring the main module for login

☐ Allow user editing ☐ Viewing main dashboard

Module: Work Requests

Show only active Assets

Location: // Tecnofast/

Other Options

☐ Authentication only by Single Sign-On

☒ Receive email notifications

☐ Two-step authentication without setting up

Actions

Unlock

4. Finally, save the changes so that the user has access to the account again.

← Edit User account Save

User Type  
Inhouse Personnel ▼ Enabled

Name  
Paulo Vitor ▼ ✕ Email  
junioralves167@hotmail.com

Profile  
Requests ▼ Group Permissions

Configuring the main module for login

☐ Allow user editing ☐ Viewing main dashboard Module  
Work Requests ▼

Show only active Assets

Location  
👁 // Tecnofast/ ▼ ✕

Other Options

☐ Authentication only by Single Sign-On  
☒ Receive email notifications  
☐ Two-step authentication without setting up

If you are not the account administrator, you will be interested in:

[What to do if your account has been blocked?](#)