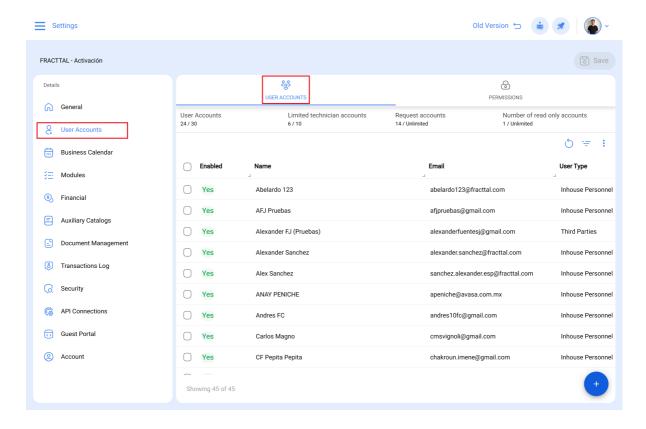
## How to unlock a user account in Fracttal?

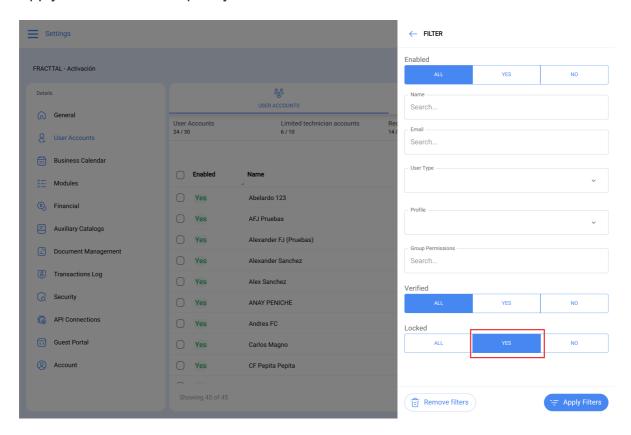
help.fracttal.com/hc/change\_language/en-us

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.

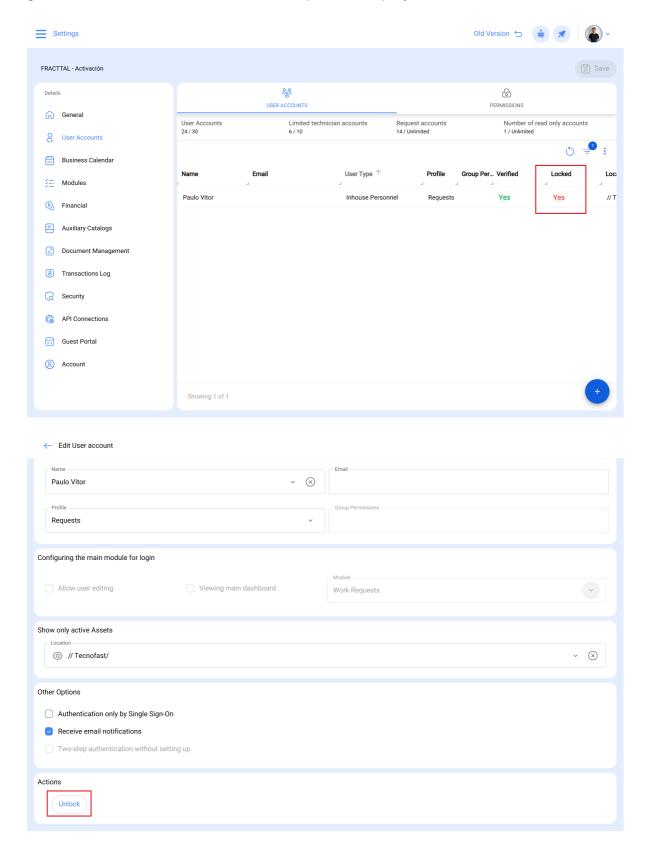
1. Go to Settings > User Accounts module:



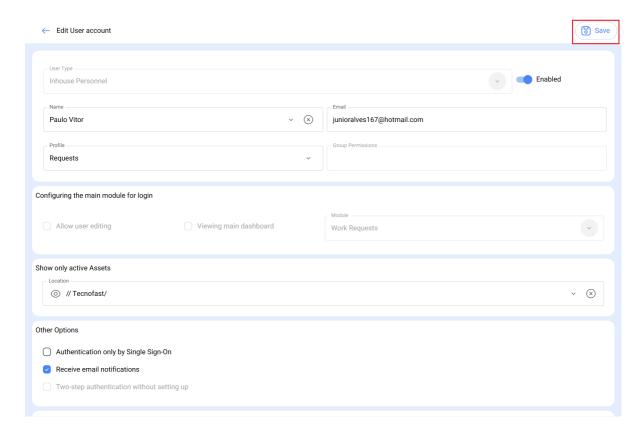
2. Apply a search filter to quickly find blocked accounts:



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.



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



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

What to do if your account has been blocked?