

How to unlock a user account in Fracttal? – Help Center

help.fracttal.com/hc/en-us/articles/25125080480653-How-to-unlock-a-user-account-in-Fracttal

To unlock a user account in Fracttal, you need to have an administrator account. With this type of access, you can unlock accounts that have been locked after multiple failed login attempts with an incorrect password.

Access the **Settings** module and then **User Accounts**:

The screenshot shows the Fracttal Settings interface. The left sidebar contains a navigation menu with the following items: General, User Accounts (highlighted with a red box), Business Calendar, Modules, Financial, Auxiliary Catalogs, Document Management, Transactions Log, Security, API Connections, Guest Portal, Account, and Work Order Prints. The main content area is titled 'Activación Fracttal - Español' and includes a 'Save' button. Below the title, there are two tabs: 'User Accounts' (active) and 'Permissions'. The 'User Accounts' tab shows a summary of account statistics: User Accounts (57 / 110), Limited technician accounts (11 / 50), Request accounts (0 / Unlimited), and Number of read only accounts (0 / Unlimited). Below the summary is a table of user accounts with columns for Enabled, Name, Email, and User Type. The table contains two rows: one for 'JOEL' and one for 'JUAN', both with 'Yes' in the Enabled column and 'Inhouse Personne' in the User Type column. A blue plus button is visible in the bottom right corner of the table area.

Enabled	Name ↑	Email	User Type
<input type="checkbox"/> Yes	JOEL		Inhouse Personne
<input type="checkbox"/> Yes	JUAN		Inhouse Personne

Next, apply a search filter to locate the accounts that are locked:

General

User Accounts

Business Calendar

Modules

Financial

Auxiliary Catalogs

Document Management

Transactions Log

Security

API Connections

Guest Portal

Account

Work Order Prints

User Accounts

Permissions

User Accounts 57 / 110	Limited technician accounts 11 / 50	Request accounts 0 / Unlimited	Number of read only accounts 0 / Unlimited
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<input type="checkbox"/> Enabled	Name ↑	Email	User Type
<input checked="" type="checkbox"/> Yes	JOEL		Inhouse Personne
<input checked="" type="checkbox"/> Yes	JUAN		Inhouse Personne

Showing 2 of 2

General

User Accounts

Business Calendar

Modules

Financial

Auxiliary Catalogs

Document Management

Transactions Log

Security

API Connections

Guest Portal

Account

Work Order Prints

User Accounts

User Accounts 57 / 110	Limited technician accounts 11 / 50
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<input type="checkbox"/> Enabled	Name ↑
<input checked="" type="checkbox"/> Yes	JOEL GONZALEZ
<input checked="" type="checkbox"/> Yes	JUAN TALAMANTES

Showing 2 of 2

Filter

Enabled

ALL YES NO

Name
Search...

Email
Search...

User Type

Profile

Group Permissions
Search...

Verified

ALL YES NO

Locked

ALL YES NO

Clear Filters

Apply Filters

General

User Accounts

Business Calendar

Modules

Financial

Auxiliary Catalogs

Document Management

Transactions Log

Security

API Connections

Guest Portal

Account

Work Order Prints

User Accounts

Permissions

User Accounts	Limited technician accounts	Request accounts	Number of read only accounts
57 / 110	11 / 50	0 / Unlimited	0 / Unlimited

Group Permissions	Verified	Locked	Location
Permiso para Clientes (tipo ...	No	Yes	// FRACTTAL
Permiso para Clientes (tipo ...	Yes	Yes	// FRACTTAL

Showing 2 of 2

Once the locked account is identified, you need to access it to view the "**Actions**" section, where the "**Unlock**" option is offered.

← Edit User account

Profile: Custom

Group Permissions: Permiso para Clientes (tipo Administrador)

Configuring the main module for login

Allow user editing Viewing main dashboard

Module: Dashboard

Show only active Assets

Location: // FRACTAL

Other Options

Authentication only by Single Sign-On

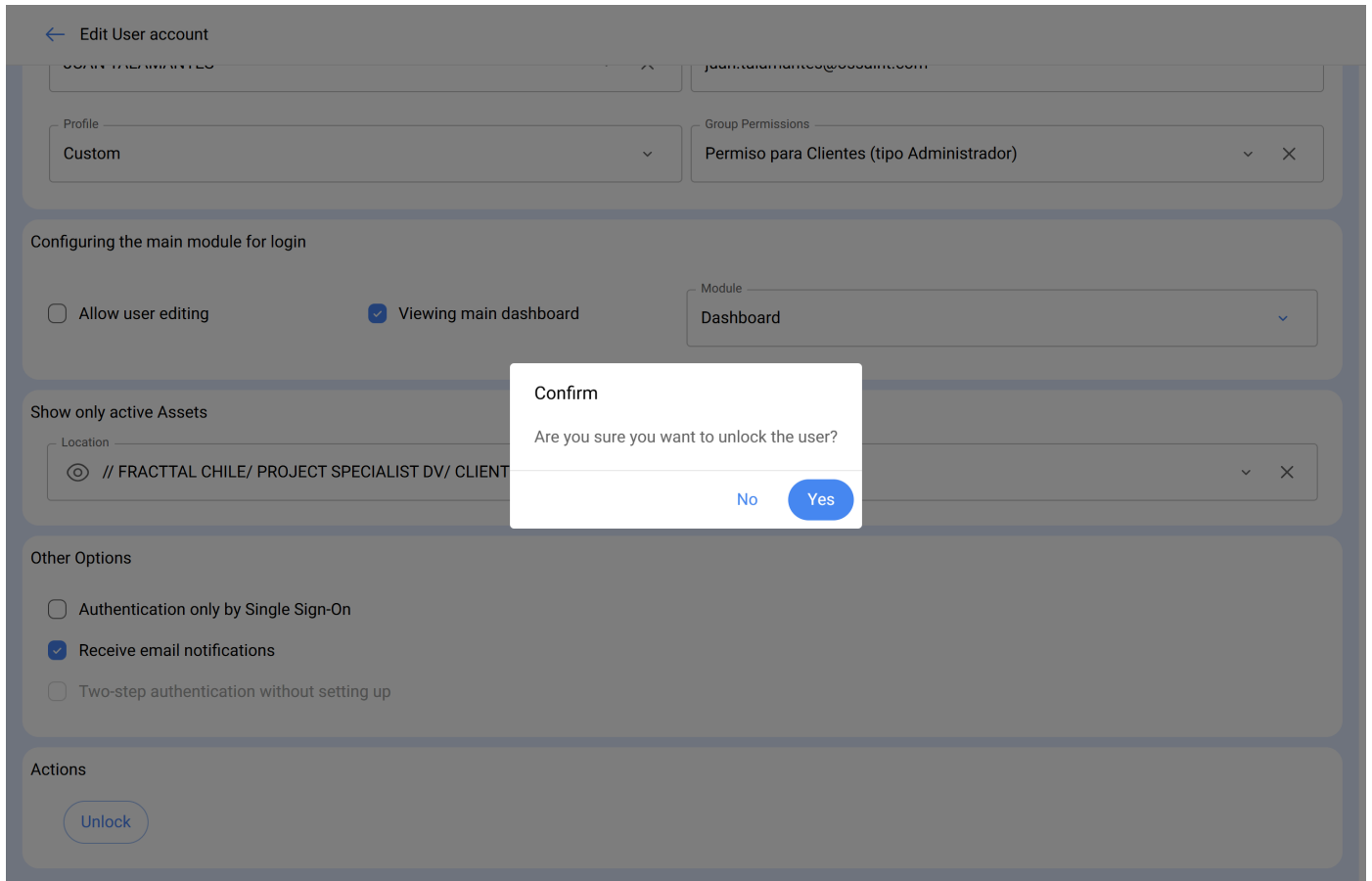
Receive email notifications

Two-step authentication without setting up

Actions

Unlock

Finally, once the unlock option is selected, you must save the changes made so that the account regains access to the database.



If you do not have administrator access, please refer to the following article for more details:

[Account lockout due to failed attempts](#)