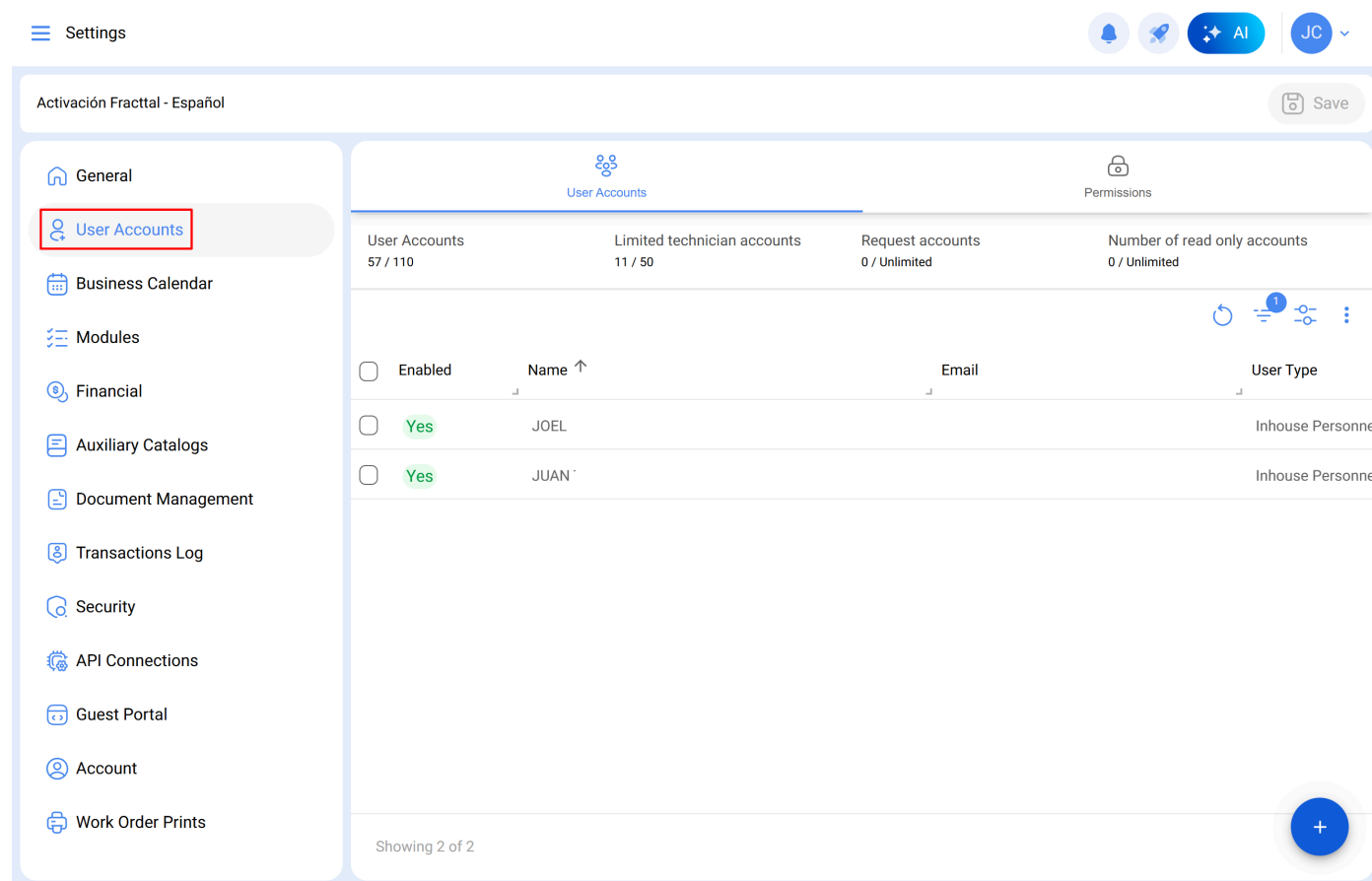


# Como desbloquear uma conta de usuário no Fractal? – Central de Ajuda

[help.fractal.com/hc/pt-br/articles/25125080480653-Como-desbloquear-uma-conta-de-usuário-no-Fractal](https://help.fractal.com/hc/pt-br/articles/25125080480653-Como-desbloquear-uma-conta-de-usuário-no-Fractal)

Para desbloquear uma conta de usuário no Fractal, é necessário que você tenha uma conta de administrador. Com esse tipo de acesso, você poderá desbloquear as contas que foram bloqueadas após múltiplas tentativas falhas de login com senha incorreta.

Acesse o módulo de **Configuração** e depois **Contas de usuário**:



The screenshot shows the Fractal user management interface. On the left is a sidebar with navigation options: 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 'User Accounts' and displays a summary of account types: User Accounts (57 / 110), Limited technician accounts (11 / 50), Request accounts (0 / Unlimited), and Number of read only accounts (0 / Unlimited). Below this is a table with columns for Enabled, Name, Email, and User Type. Two users are listed: JOEL and JUAN, both with 'Yes' in the Enabled column and 'Inhouse Personne' as their User Type. A search filter icon is visible in the top right of the table area. The bottom of the table shows 'Showing 2 of 2' and a blue plus button.

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

Em seguida, aplique um filtro de busca para localizar as contas que estão bloqueadas:

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

<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

<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

Uma vez identificada a conta bloqueada, é necessário acessar a mesma para visualizar a seção "**Ações**", onde está disponível a opção "**Desbloquear**".

← 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

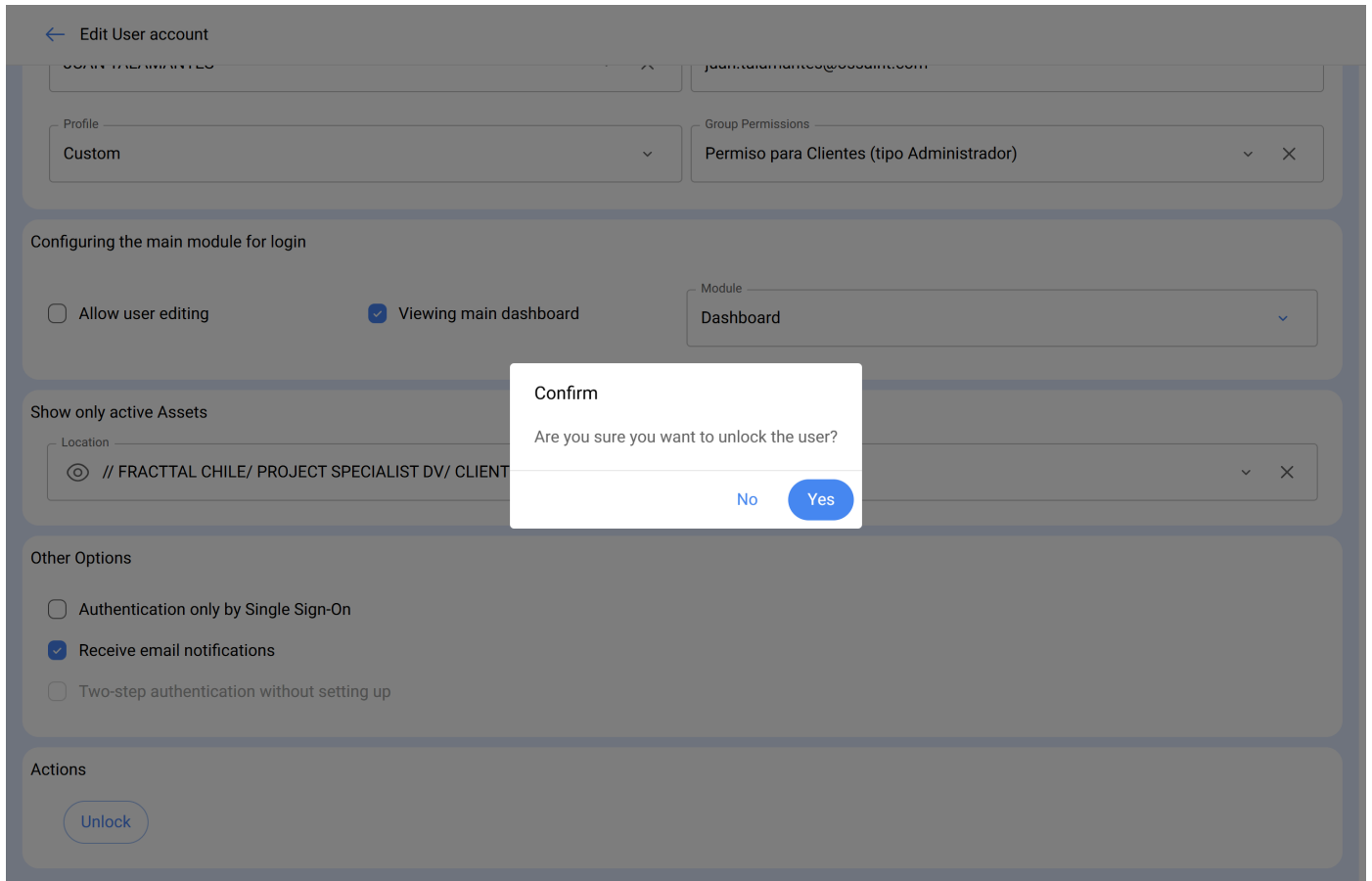
Receive email notifications

Two-step authentication without setting up

Actions

Unlock

Finalmente, uma vez selecionada a opção desbloquear, será necessário salvar as alterações feitas para que a conta recupere o acesso ao banco de dados.



Se você não tem acesso como administrador, consulte o artigo a seguir para mais detalhes:

[Bloqueio de conta por tentativas incorretas](#)