

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:

The screenshot shows the Fracttal user management interface. The top navigation bar includes 'Settings', 'Old Version', and a user profile icon. The left sidebar lists various modules, with 'User Accounts' highlighted. The main content area shows the 'USER ACCOUNTS' tab selected, displaying a table of user accounts. The table has columns for 'Enabled', 'Name', 'Email', and 'User Type'. A red box highlights the 'User Accounts' tab in the top navigation bar.

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

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

The screenshot shows a user account management interface. On the left is a sidebar with navigation options: General, User Accounts, Business Calendar, Modules, Financial, Auxiliary Catalogs, Document Management, Transactions Log, Security, API Connections, Guest Portal, and Account. The main area displays a table of user accounts under the heading 'USER ACCOUNTS'. The table has columns for 'Enabled', 'Name', and 'Verified'. The 'Enabled' column contains radio buttons and 'Yes' labels. The 'Name' column lists various user names. The 'Verified' column contains radio buttons and 'Yes' labels. A filter sidebar is open on the right, titled 'FILTER'. It has sections for 'Enabled', 'Name', 'Email', 'User Type', 'Profile', 'Group Permissions', 'Verified', and 'Locked'. The 'Locked' section has three radio buttons: 'ALL', 'YES', and 'NO'. The 'YES' button is highlighted with a red box. At the bottom of the filter sidebar are 'Remove filters' and 'Apply Filters' buttons.

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

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

The screenshot shows the 'FRACCTAL - Activación' settings interface. On the left is a sidebar with navigation options: Details, General, User Accounts, Business Calendar, Modules, Financial, Auxiliary Catalogs, Document Management, Transactions Log, Security, API Connections, Guest Portal, and Account. The main area is titled 'USER ACCOUNTS' and contains a summary table and a list of users.

User Accounts	Limited technician accounts	Request accounts	Number of read only accounts
24 / 30	6 / 10	14 / Unlimited	1 / Unlimited

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

The 'Locked' column for the user 'Paulo Vitor' is highlighted with a red box. The interface also includes a 'Save' button in the top right and a 'Showing 1 of 1' indicator at the bottom.

The screenshot shows the 'Edit User account' form for 'Paulo Vitor'. The form includes fields for Name, Email, Profile, and Group Permissions. Below these are sections for configuring login options, showing active assets, and other options.

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

The 'Unlock' button is highlighted with a red box.

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 ▼ (x) 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/ ▼ (x)

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?](#)