

Osprey Approach: Unlock a Locked User

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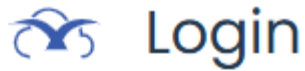
The latest version is always online at
<https://support.ospreyapproach.com/?p=29276>

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This guide will take you through unlocking a locked user

If you have attempted to log in several times with incorrect details, your account may become locked. This is dependant on the settings set by your system supervisor.



Welcome back to Osprey Approach

USERNAME OR EMAIL *

PASSWORD * 

LOG IN

[Forgotten password?](#)

Authentication failed

A supervisor can unlock your account by following the steps below.

Navigate to Supervisor > System Setup > Users.

Right click the user who is locked out and select Unlock.



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Supervisor > System setup > Users

USER MEMBER	Supervisor	username
GR01	Supervisor	gusross
INFOTRACK	Supervisor	integrati
JESSICA	Supervisor	jessica.l
KAY	Supervisor	neil.brai
KDR	Case Worker	kieran.ri
MITZI	Supervisor	mitzi.br
NEIL	Supervisor	il.brai
NEWUSER	Supervisor	atthew
Osprey1API	Supervisor	velop
PETER	Supervisor	ter.vo
PRACCTICE	Guest	pport
REB	Supervisor	becca
ROSS	Supervisor	ross.nut
Supervisor	Supervisor	support

- Edit
- Change Password
- Temporary Access
- Unlock
- Delete
- Clear UI State



Click OK when prompted.



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Supervisor > System setup > Users

USER MEMBER	Supervisor	
GR01	Supervisor	
INFOTRACK	Supervisor	
JESSICA	Supervisor	
KAY	Supervisor	
KDR	Case Worker	
MITZI	Supervisor	
NEIL	Supervisor	Edit
NEWUSER	Supervisor	Change Password
Osprey1API	Supervisor	Temporary Access
PETER	Supervisor	Unlock
PRACCTICE	Guest	Delete
REB	Supervisor	Clear UI State
ROSS	Supervisor	
Supervisor	Supervisor	

The user will now be able to attempt a log in again.

It may be prudent for the user to change their password using [Forgotten Password >](#) on the login page