



Osprey Approach: Unlock a Locked User

This help guide was last updated on
Mar 19th, 2024

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

[Click here for a printer-friendly version](#)



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.



[Sign in](#)

[Forgotten password](#)

Maximum login attempts reached. Your account is now locked.
Please contact your administrator.

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.

Home

Users

System Setup

Supervisor

Export

Refresh

Clear UI state

USER ID	TEMPLATE NAME	EMAIL ADDRESS	FEE EARNER	LOCKED
MAB	Supervisor	mitzi@practice.net		Forever

Edit

Change Password

Temporary Access

Unlock

Delete

Clear UI State

Click OK when prompted.

Are you sure you want to unlock the selected user?

OK

Cancel

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