Osprey Approach:

Unlock a Locked User

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

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.

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.

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