



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.



mab

Password

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.

The screenshot shows the 'Users' page in the Osprey Approach system. The breadcrumb navigation is 'Supervisor > System Setup > Users'. There are buttons for 'Export', a refresh icon, and 'Clear UI state'. A table lists users with columns for 'USER ID', 'TEMPLATE NAME', 'EMAIL ADDRESS', 'FEE EARNER', and 'LOCKED'. One user, 'MAB', is listed with 'Supervisor' as the template name, 'mitzi@practice.net' as the email address, and 'Forever' in the 'LOCKED' column. A context menu is open over the 'MAB' row, showing options: 'Edit', 'Change Password', 'Temporary Access', 'Unlock' (highlighted in blue), 'Delete', and 'Clear UI State'.

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

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.