

# Osprey Approach: Unlock a Locked User

This help guide was last updated on  
Dec 22nd, 2025

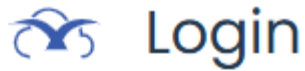
The latest version is always online at  
<https://support.ospreyapproach.com/?p=29276>



# This guide will take you through unlocking a locked user


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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

- >
- Shopping cart
- Clock
- Document
- £
- Bar chart
- Settings (gear icon)
- ?
- T

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  | <b>Unlock</b>    |
| 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