

Users will get this message if they have entered an incorrect password several times. The default limit is three attempts. If a user is attempting to log in and never get a message that the account is locked, even though they cannot log in, then the username is incorrect.

Login

Submit

## Login

**Enter your CAREWare Username**

>> This account is locked from too many failed login attempts. <<

Username:

The primary option for unlocking users is to log in with another user account that has permission to unlock users. If all users are locked out, unlock the account using the CW Admin by following the instructions [here](#).

Once that user logs in, follow these instructions:

1. Click *Administrative Options*.
2. Click *Provider User Manager*.
3. Click *Manage Users*.

Administrative Options > Provider User Manager > Manage Users

Manage New User Back Print or Export

## Manage Users

Search:

Username	First Name	Last Name	Status
KCHEZIK	Kevin	Chezik	Active
FAABORGK	Kevin	Faaborg	Active
KEVIN2	Kevin	Ricciardo	Active
KEVIN	Kevin	Ricciardo	Active

4. Click the user's account to highlight it.

Change Username Change this user's Username

Change OIDC Matching Values OpenID Connect is not enabled

Reset Security Challenges Security challenges feature should be activated and 'Security Question Admin' permission should be granted to enable

**Undo Password Lockout** User Locked out

Reset Internal 2 Factor Key Server is not set up for 2 factor auth

Manage Report Field Restrictions Custom report field restrictions in effect: 0. Custom report restriction groups in effect: 1

User Notices View acknowledged user notices

5. Click *Manage*.
6. Click *Undo Password Lockout*.

Administrative Options > Provider User Manager > Manage Users > KEVIN > KEVIN

Change Password Cancel

### Change Password

User:

New Password:

Repeat Password:

Force Password Reset:

At this point the user's account is unlocked. If the user needs his or her password reset, click Change Password to set a new password for the user.

Force Password Reset will allow the user to set his or her own password after logging in with the password set here.