

Visual Streamline FAQ

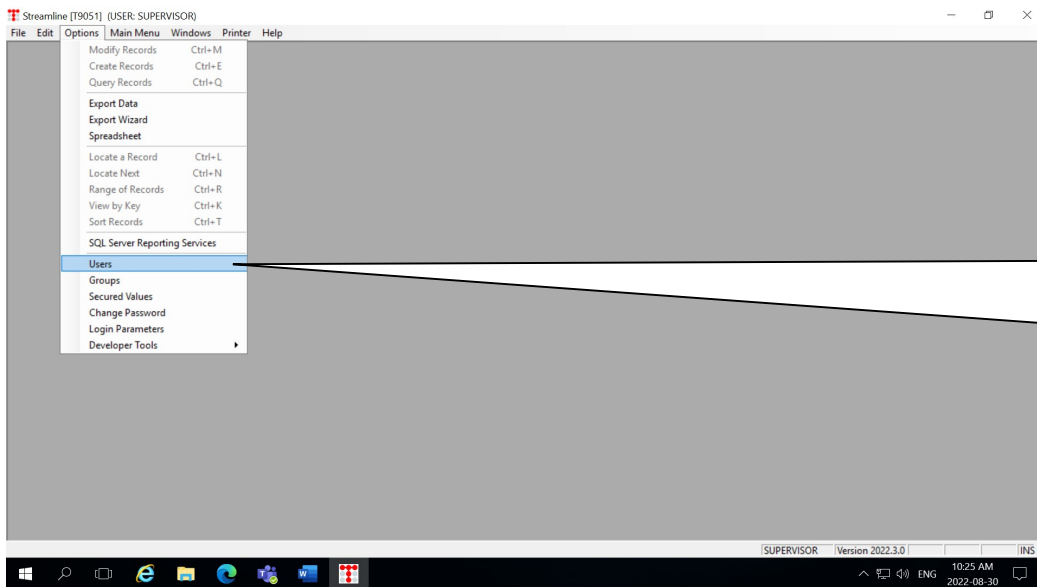
How do I unlock a user when password reset fails?

When a user is locked out and your unable to use the password reset procedure the below process will manually unlock the user.

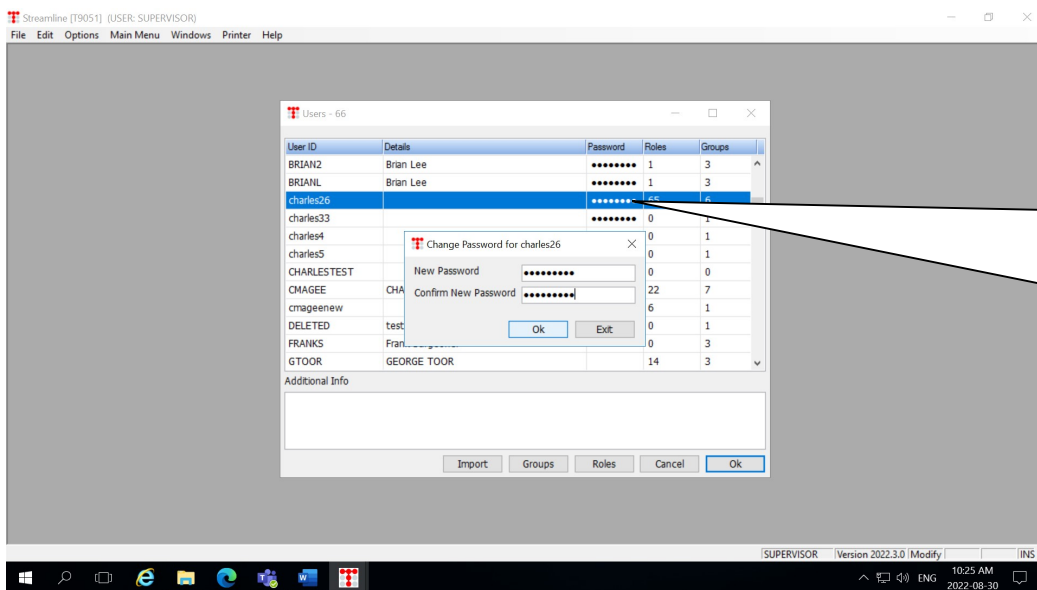
The image consists of two screenshots of the Streamline application interface, each with a callout box explaining the state.

Top Screenshot: The 'Login Parameters' dialog box is open. The 'User ID' field contains 'charles26'. A 'Security Manager' error dialog is overlaid on top, displaying a red 'X' icon and the text: 'User has exceeded the number of allowed login attempts. User is currently locked out.' with an 'OK' button. A callout box points to the error message with the text: 'In this example we have user "charles26" locked out of their account.'

Bottom Screenshot: The 'Login Parameters' dialog box is open. The 'User ID' field contains 'supervisor' and the 'Password' field is filled with masked characters. The 'Reset Password' button is visible and active. A callout box points to the 'supervisor' user ID with the text: 'Login to Streamline with the Supervisor account.'

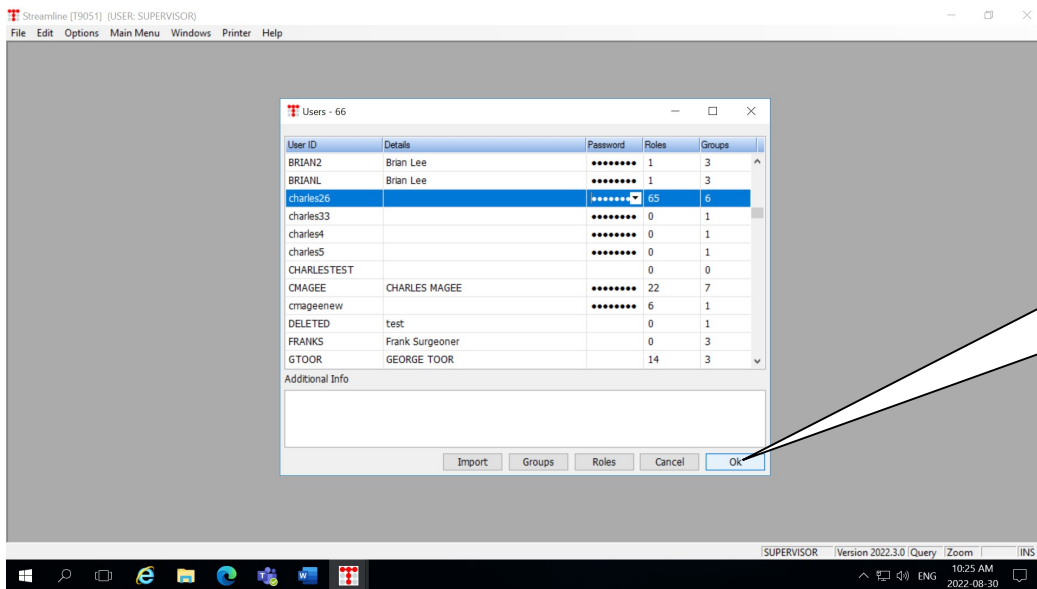


Select Users from the Options Menu at the top of the Streamline window.



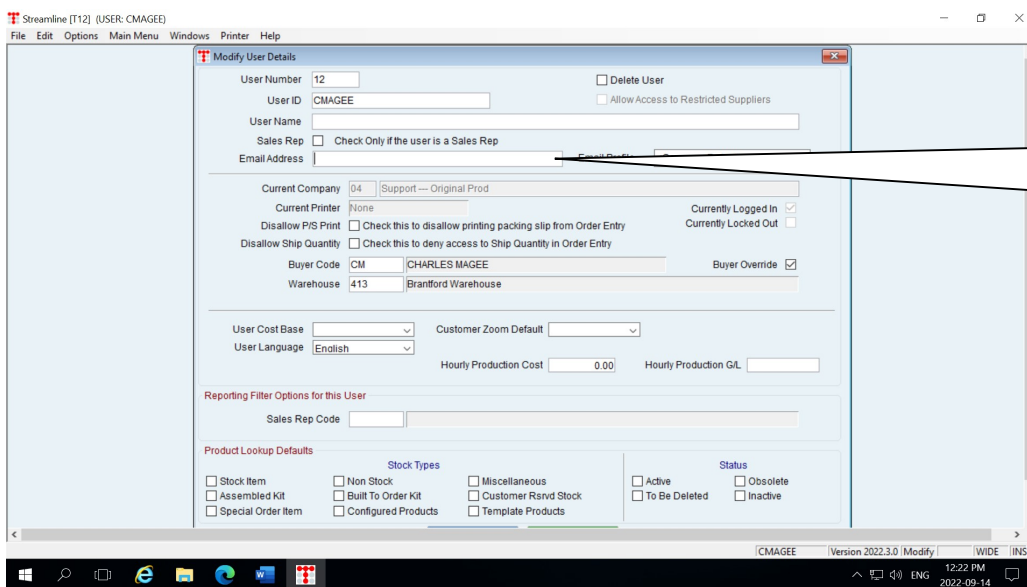
Press F5 in the Password dialog box for the user that is locked. The change password Dialog box appears. Change the password then click Ok.

*** Password must be minimum 8 characters (maximum 20) containing at least one uppercase letter, one lower case letter, one digit, and one special character. ***



Click Ok on the Users menu. The account is now unlocked and you can login.

Password reset can fail due to a missing email address in user maintenance. See below example. Ensure this field is populated with the users email address.



Ensure this field is populated with the users email address.