User ID Login Status

In the *User Details* section of a User ID profile*(Tools > Manage Users & Permissions > User IDS > select a UserID)*, the **User ID login Status** field indicates the 'health' of the User ID.

Normal Status

All clear! The User is able to log into Jackrabbit.

User: HBARNHARDT

[← RETURN] [💾 SAVE CHANGES] [🗑 DELETE]

USER DETAILS	**User Details**
USER PERMISSIONS	
USER ACCESS-LOCATIONS	
USER ACCESS-CATEGORY1	
USER ACTIVITY	

Click **Revoke User ID** to revoke permission for the User to log into Jackrabbit.

[Reset Password] [Clone User] [Revoke User ID]

UserID **HBARNHARDT**   Org **Jackrabbit Education**

First Name* Heather

Last Name* Barnhardt

Email* hbarnhardt@email.com

Role(s)*   ☑ Owner   ☐ Finance/Bookkeeping
           ☐ Manager   ☐ Instructor/Coach
           ☐ Office Staff   ☐ Other

Phone _____ 🌐

Notes

User status = **Normal**. The User will be able to log into Jackrabbit.

UserID log in Status Normal [?]

Invalid Pwd Count 0   Last Pwd Changed 3/26/2020 9:34:00 AM

Match this User ID to a staff person   Heather Barnhardt ▾ [?]

Permission Revoked

A **System Administrator** (or User with the **User Permissions** *Manage Users & Permissions* and *Edit User Permissions*) can revoke a User ID by clicking on the *Revoke User ID* button, for example if the employee was terminated.
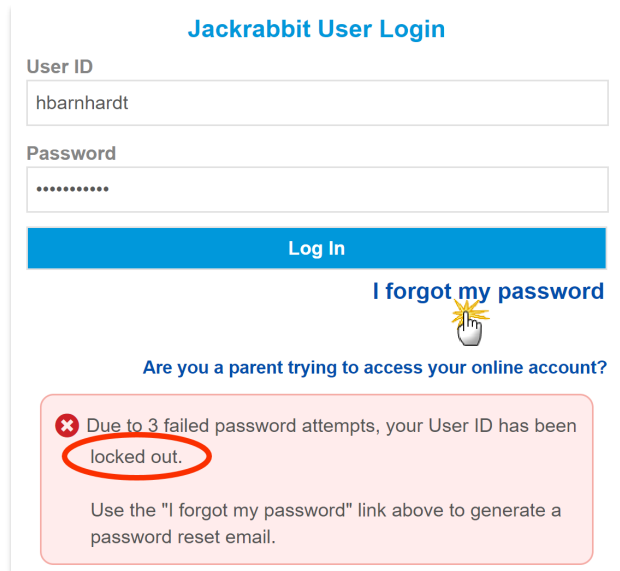
QUICK tip! A User ID who has been revoked is no longer able to log into Jackrabbit and they cannot reset their password to gain access.

User Locked Out

As a security measure, the Jackrabbit system will block a User if three

incorrect password attempts are made by changing the User ID login Status to **Locked Out**.

The User can reset their access using the *I forgot my password* link on the Jackrabbit Login page or ask a **System Administrator** (or User with the **User Permissions** *Manage Users & Permissions* and *Edit User Permissions*) to change this status back to **Normal.**

Jackrabbit User Login

User ID

hbarnhardt

Password

••••••••••

Log In

I forgot my password

Are you a parent trying to access your online account?

❌ Due to 3 failed password attempts, your User ID has been locked out.

Use the "I forgot my password" link above to generate a password reset email.

Reset a User ID

1. Go to **Tools** and click **Manage Users & Permissions**.

2. Click on the **User ID** that has been locked out.

3. Click the **Restore User ID** button. This will change the Status back to *Normal.*

4. Click **Save Changes**.