

User ID Login Status

In the *User Details* section of a User ID profile (*Gear icon > Settings > 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.

The screenshot shows the 'User: HBARNHARDT' profile page. At the top, there are buttons for 'RETURN', 'SAVE CHANGES', and 'DELETE'. A sidebar on the left lists 'USER DETAILS', 'USER PERMISSIONS', 'USER ACCESS-LOCATIONS', 'USER ACCESS-CATEGORY1', and 'USER ACTIVITY'. The main 'User Details' section includes buttons for 'Reset Password', 'Clone User', and 'Revoke User ID'. Below these are fields for 'UserID' (HBARNHARDT), 'Org' (Jackrabbit Education), 'First Name' (Heather), 'Last Name' (Barnhardt), and 'Email' (hbarnhardt@email.com). There are checkboxes for 'Role(s)' including Owner, Manager, Office Staff, Finance/Bookkeeping, Instructor/Coach, and Other. A 'Phone' field and a 'Notes' section are also present. At the bottom, the 'UserID log in Status' is set to 'Normal', with a callout box explaining: 'User status = Normal. The User will be able to log into Jackrabbit.' Other fields include 'Invalid Pwd Count' (0), 'Last Pwd Changed' (3/26/2020 9:34:00 AM), and a 'Match this User ID to a staff person' dropdown set to '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.

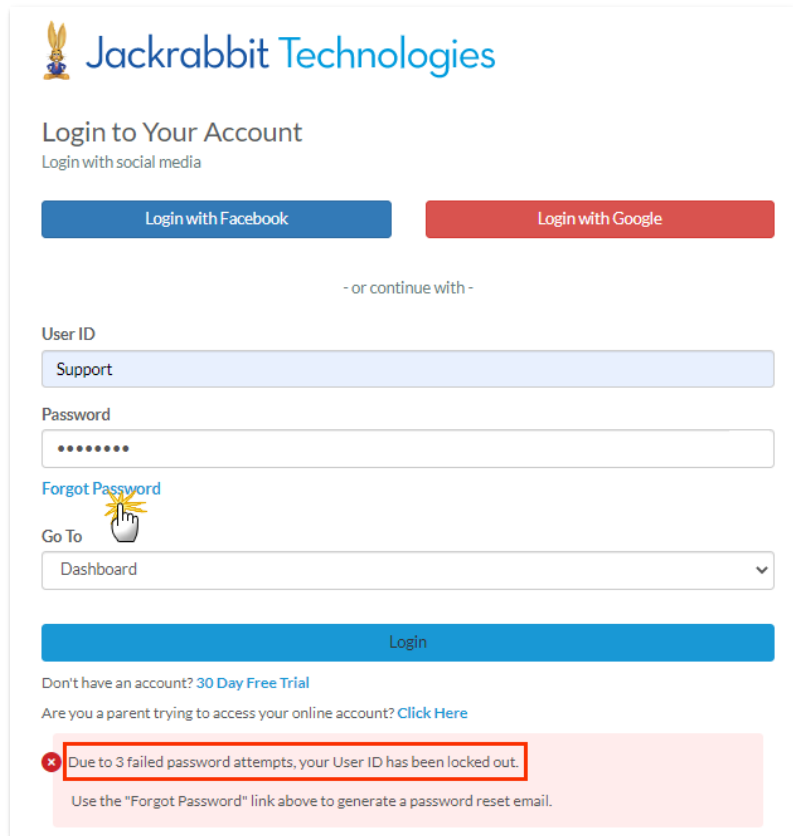


A User ID who has been revoked is no longer able to log into Jackrabbit and they cannot reset their password to gain access.

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 *Forgot 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**.



The screenshot shows the Jackrabbit Technologies login interface. At the top left is the Jackrabbit Technologies logo. Below it is the heading "Login to Your Account" and the subtext "Login with social media". There are two buttons: "Login with Facebook" (blue) and "Login with Google" (red). Below these is the text "- or continue with -".

The form fields include:

- User ID:** A text input field containing the word "Support".
- Password:** A text input field with masked characters (dots).
- Forgot Password:** A link with a hand cursor icon.
- Go To:** A dropdown menu currently set to "Dashboard".
- Login:** A large blue button.

Below the form, there are links for "Don't have an account? 30 Day Free Trial" and "Are you a parent trying to access your online account? Click Here".

A red error message box is displayed at the bottom, containing the text: "Due to 3 failed password attempts, your User ID has been locked out." Below this message is a smaller line of text: "Use the 'Forgot Password' link above to generate a password reset email."

Reset a User ID

1. Go to the **Gear** (icon) > **Settings** > **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**.
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