


## 6.2.5.2 Unlock a Locked-Out User

If a user fails to log in successfully more than the allowed number of times as specified via the lockout feature, you must unlock the user account using the Administration module. To unlock a user account:

1. From the Tasks menu, in the Administration module, select Users.  
The Administer Users page opens.
2. Click the Unlock icon  in the Actions column for the user whose account you want to unlock.  
The user account is unlocked. The unlock icon no longer appears in the Administer Users table.
3. The user can log in to OpenClinica again using the new, temporary password sent to the user's email account.

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