

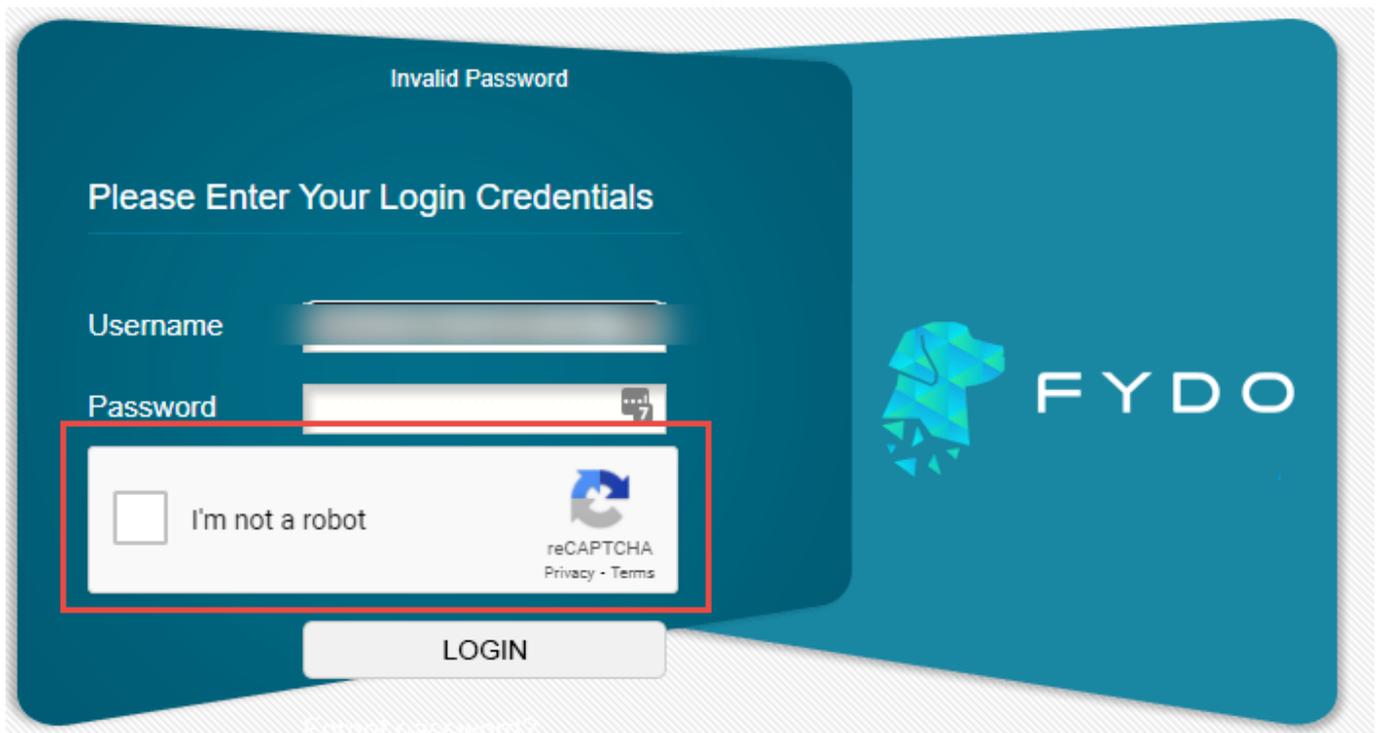
User Blocking & Unblocking

Why do users get blocked?

For security reasons, FYDO user accounts are blocked if a certain number of failed **login** or **two-factor authentication** attempts are made.

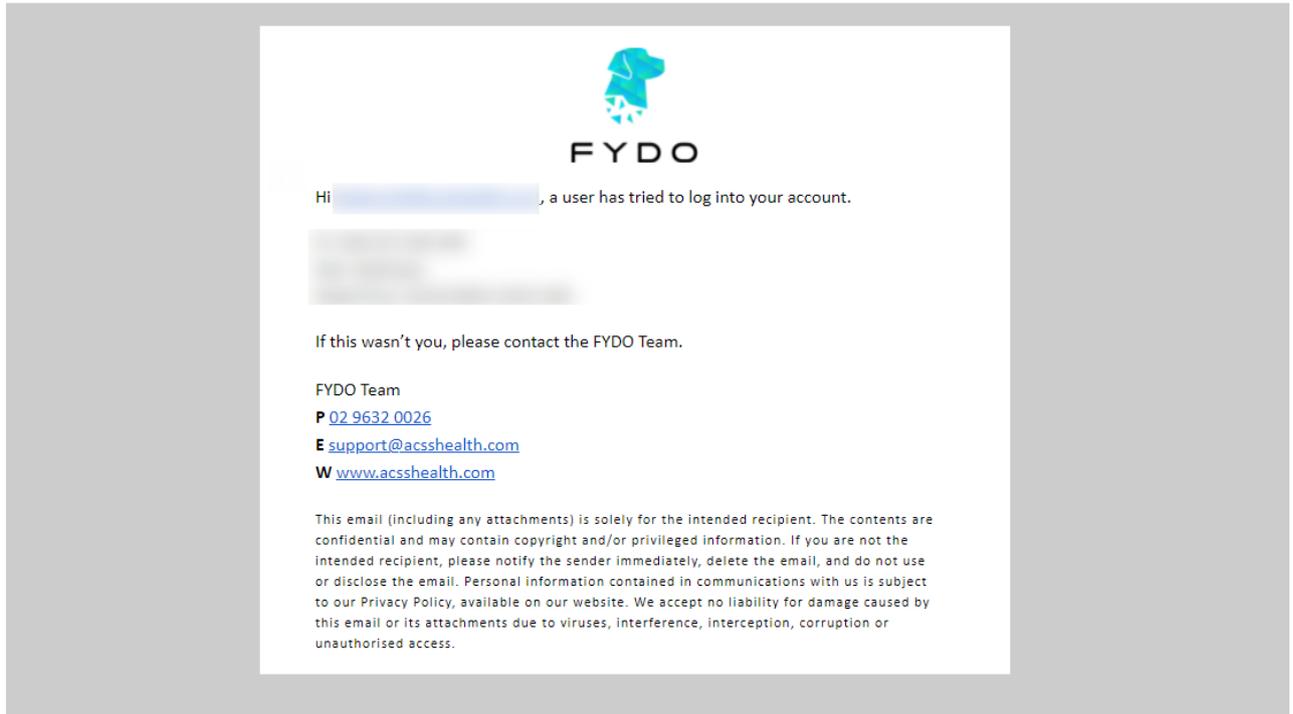
How do users get blocked?

After the 3rd failed login attempt, you will need to confirm the captcha and once 5 failed attempts are reached, the user will be blocked from logging in for *10 minutes*.



The image shows a login form for FYDO with a teal background. At the top, it says "Invalid Password". Below that, it says "Please Enter Your Login Credentials". There are two input fields: "Username" and "Password". Below the password field is a reCAPTCHA challenge box, which is highlighted with a red border. The reCAPTCHA box contains a checkbox labeled "I'm not a robot" and a reCAPTCHA logo with the text "reCAPTCHA Privacy - Terms". Below the reCAPTCHA box is a "LOGIN" button. On the right side of the form, there is a stylized dog head logo and the text "FYDO".

The blocked user will also receive an email notifying them of this.



You may retry logging in once the 10-minute timeout has lapsed.

If another 5 failed login attempts are made, the user will be blocked from logging in permanently. They will again receive an email notifying them of this and so will the subscriber.

Who can unblock users?

The **Subscriber** or users with the **Unblock Permission** can unblock users.

You can check to see whether a user has the **Unblock Permission** by navigating to *Settings > User Groups* and selecting the User Group that they are assigned to.

The settings that govern the Unblock User Permission is found under **Settings General**.



Alternatively, the user with the permission group “*Subscriber*” can also unblock users, as this permissions group has the highest privileges.

SETTINGS > USERS

All Groups Show Inactive Search Add User

ID	Surname	First Name	Email	Group	Last Login	Status
					13/12/2021	Active
				IT Security	13/12/2021	Active
				Subscriber	12/12/2021	Active

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How to unblock users?

- First, login with a user who has the aforementioned **Unblock Permissions** option enabled or with the **Subscriber** permissions group
- Then, navigate to *settings > users > right click on the blocked user > select Unblock*

SETTINGS > USERS

All Groups Show Inactive Search Add User

ID	Surname	First Name	Email	Group	Last Login	Status
11	Account	Support	support@acsshealth.com	Test	02/08/2021	Active
12	B	Amir	abalouchi@acsshealth.com	Testing	12/12/2021	Blocked
1	Cases	Test	zpanta@acsshealth.com	Subscriber	13/12/2021	Active

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Context menu for blocked user (ID 12): Edit, Delete, Reset Mobile (2FA), Unblock

That's it! The user will be able to retry logging in or reset their password.

Conditional - if the Subscriber is blocked and no other users are present with the *Unblock Permissions* enabled

If it is the subscriber that is blocked and there are no other users with the Unblock Permissions enabled, to unblock them, or if you are having any other difficulties with unblocking a user, please contact FYDO support on **02 9632 0026** or **support@alturahealth.com.au**