Blocking and unblocking user accounts.

This article explains how to block or unblock an user account. Blocked accounts have no access to the website and the services.

Also when multiple unsuccessful log on attempts on a specific user account are detected the systems blocks the account for security reasons and to protect the user data. The account then appears as Inactive in the user accounts database. In this case the account can only be unblocked by an account administrator.

- Log on with administrator credentials
- Click on **Student Management -> Student Profile**s (or M**anagement -> Teacher Profiles**)
- Find the user in the list and click the red Options button.
- Click **Accessibility Options** and make the account Active or Inactive.
- Click Apply.

If you are a student whose account has been blocked please request your session organizer or training organization to unlock your user account as explained above.