

# Application/Portal users password reset

## Overview

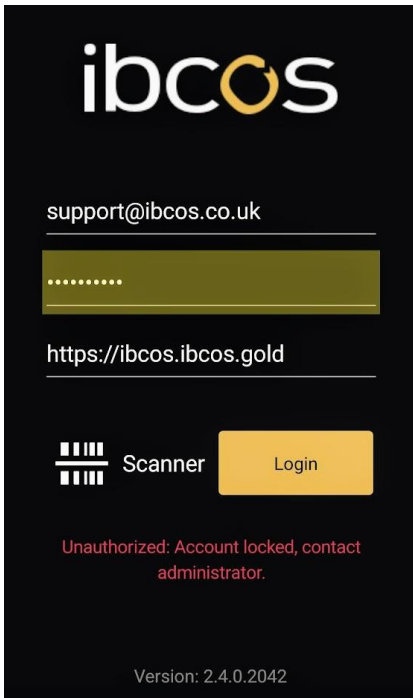
The logon attempt threshold for mobile apps and the web portal, can be set to lock out users, if they fail to successfully logon within these limits. Each user can be defined a number of username and password attempts, that can be tailored individually, or across the entire system.

## Process

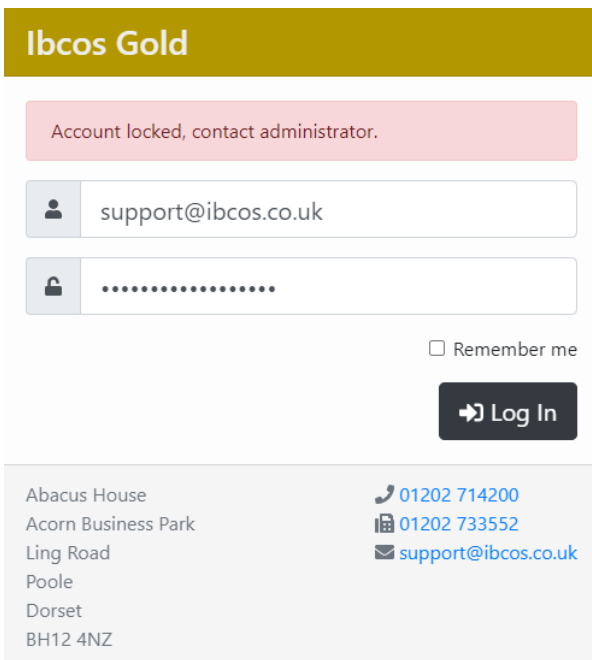
When a user attempts to logon, with incorrect credentials, the system will lock out that user after the number of attempts has been exceeded. By default, the number of attempts is unlimited, indicated by a zero in the 'App User max password attempts' field.

The screenshot shows the 'Security File Maintenance' application in 'Amend Mode' for user 'p. 46/1 POOLE'. The 'Security' tab is active, displaying various configuration options for an application user. The 'App User max password attempts' field is set to 0, and 'App User pwd attempts used' is also 0. Other fields include 'Access Codes' (1, 25, 30, 31, 32, 33, 34, 40, 0, 0), 'Companies Allowed' (All), 'SuperUser' (Yes), 'Allow Batch Operations' (Yes), 'Allow Additional Process' (Yes), 'Detach Prints on Windows?' (No), 'Wgd Exclude Access Codes' (empty), 'Restricted {WGD} Amend' (No), 'Set Stop Flag?' (Yes), 'Rep Code' (empty), 'Application User?' (Yes), and 'Email' (support@ibcos.co.uk). Buttons for 'OK', 'Cancel', 'Security', and 'AppUsrs' are visible at the bottom.

If the maximum number of password attempts is set and the user exceeds this number, they will be locked out of the mobile application,

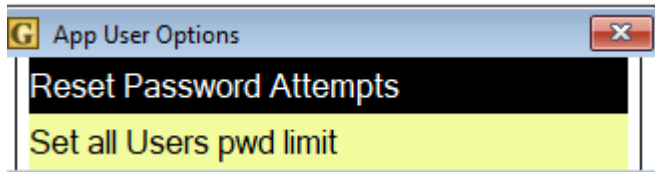


and/or the web portal:



If a user successfully logs on with the correct credentials within the threshold set, the 'App User pwd attempts', will be reset back to zero.

If the account is locked, using the Reset Password Attempts will take the number of attempts, back to zero and will unlock that user.



Selecting 'Set all Users pwd limit' will present a screen to set all users default. Enter a number between 0 and 9999, a confirmation of the number users amended will be shown.

