

## **DataNet Quality Systems Knowledgebase**

### **How do I unlock a user after they have been locked out from logging into WinSPC?**

A user could be locked out of their account if the password has been entered incorrectly multiple times. The default login attempts are set at three, but can be increased or decreased from 1 – 10 attempts (See knowledgebase article on System Settings for more information).

Log in to WinSPC as the Admin user or a user that has Administration permissions to edit user accounts. In the left hand panel of the Admin screen select Users. In the right hand panel of the Admin screen locate the User's account that needs to be unlocked. Right click on the user account and select Properties. Click on the Password tab folder in the User Setup box (see figure). Click the checkbox to uncheck the User is locked out from logging in. Click on the OK button, and have the user try to login.

<https://knowledgebase.winspc.com/questions/75/>