

Lockouts

If you've tried to log in to your account ten times without success, your account will be locked. Failed attempts don't all have to be at once, so can be across a number of sessions, days or weeks.

You'll see this message:



You're not allowed in to Lamplight right now.

You will need to go and talk to your system administrator to find out more.

You will need your system administrator to unlock your account.

Instructions for the system admin:

1. Go to system admin > add, edit and remove operators.
2. Right-click on the operator's name
3. Select 'Toggle operator login' from the menu – this toggles between lock and unlock (it might be called 'Lock operator login' on your system).

Operators currently registered on the system:

menu	ID	Name	First name	Surname	Email
	100002		Anita	Tusk	no@noe
	101353	Audit	Staff		auditstaf
				/K	harve@l
				Brookes	libbytest
				lockout	libbylock
					libbybroc

Down arrow

- View full details
- Edit
- Delete
- Add new
- Reset password
- Force password change
- Remove two-factor authentication
- Toggle lock operator login**

Add a new operator

4. The next time the operator logs in they need to use their most recent password - if they have requested a new one they will need to use the last password they were sent.

Please note: There will only be one chance to log in correctly before being locked out again. If this happens you will need to go through the same process as above. Once successfully logged in the account is set back to 10 attempts at log in before locking again.