Why has my account been blocked?

Analytics General · https://support.bsquared.co.uk/docs/why-has-my-account-been-blocked/

Why has my account been blocked?

If you try to log into our software with an incorrect password more than 5 times within a short period of time, then your account gets automatically blocked by our system for 15 minutes.
You can then try to log in again after the time elapses, or you can also contact an administrator of your school, and they can manually unblock your account.

If you are not sure what your password is, please use the "Forgot password" option on the login screen to reset it to avoid multiple attempts and getting blocked.

For My BSquared administrators

How to unblock a user?

If a user has tried to log into our software with an incorrect password more than 5 times within a short period of time, then their account gets automatically blocked by our system for 15 minutes. Those blocked users show a padlock icon in the Status column on the Manage Users Screen.

To manually unblock an account, please tick the user(s) in question, then select "Unblock User" from the Bulk Action drop-down and confirm.