

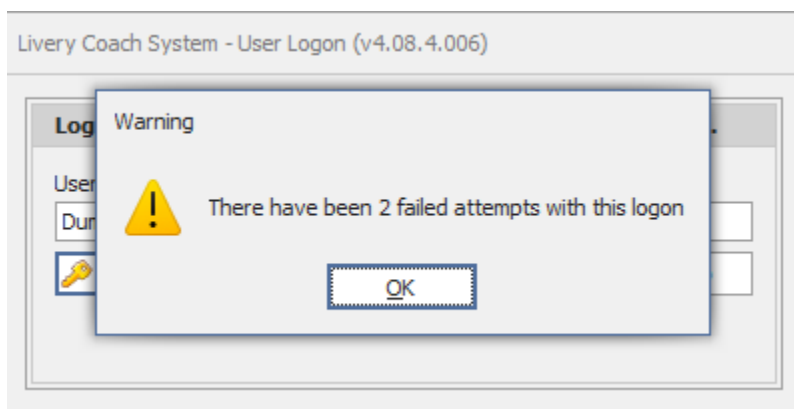
Tech Tip Tuesday—December 12, 2023

Disabling a Livery Coach user—both automatically, and manually.

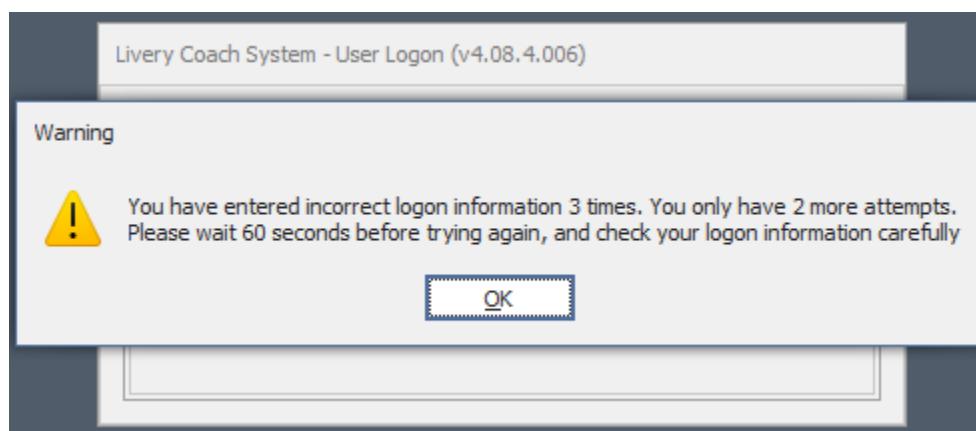
In order to prevent a malicious actor from attempting to guess your Livery Coach password, and to warn you if someone is trying, the system tracks consecutive logon attempts with an incorrect password.

If a user is trying to log in and just screws up the password once or twice, the system will still allow that user in once the password is correct. But, it will present the following screen to tell the user that there have been failed attempts.

If this is you, and you know you fat-fingered your password a couple of times, no problem. But, if it's you and you know you haven't had any failed attempts, then maybe someone else has been attempting to guess your password and trying to log in as you.

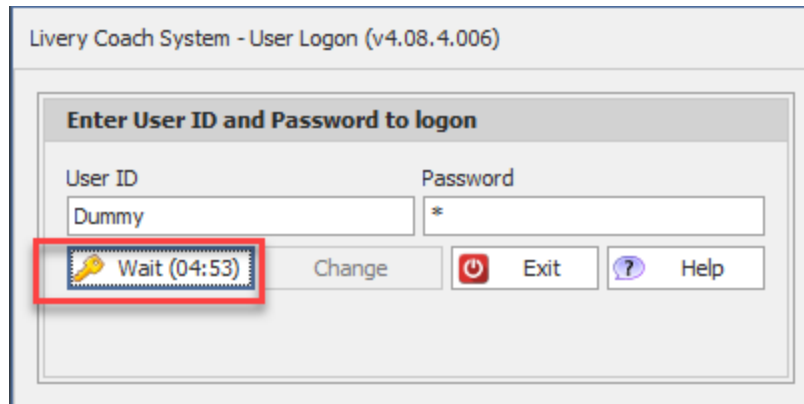
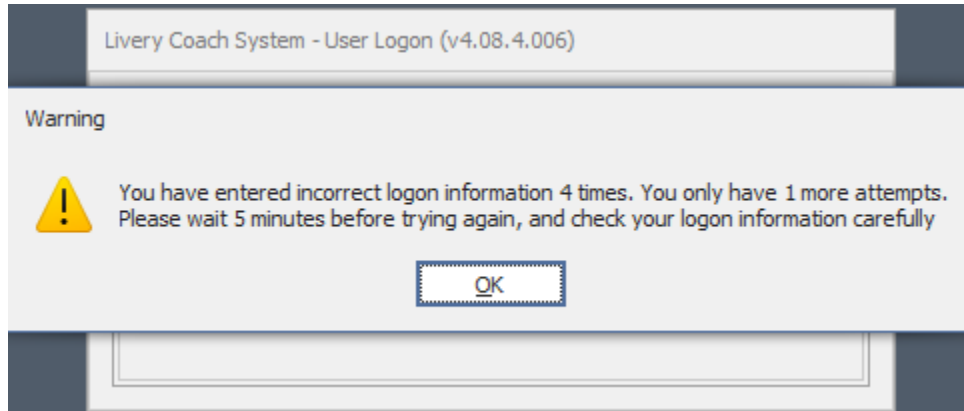


That said, if a user tries a wrong password a 3rd time, the following screen will appear:

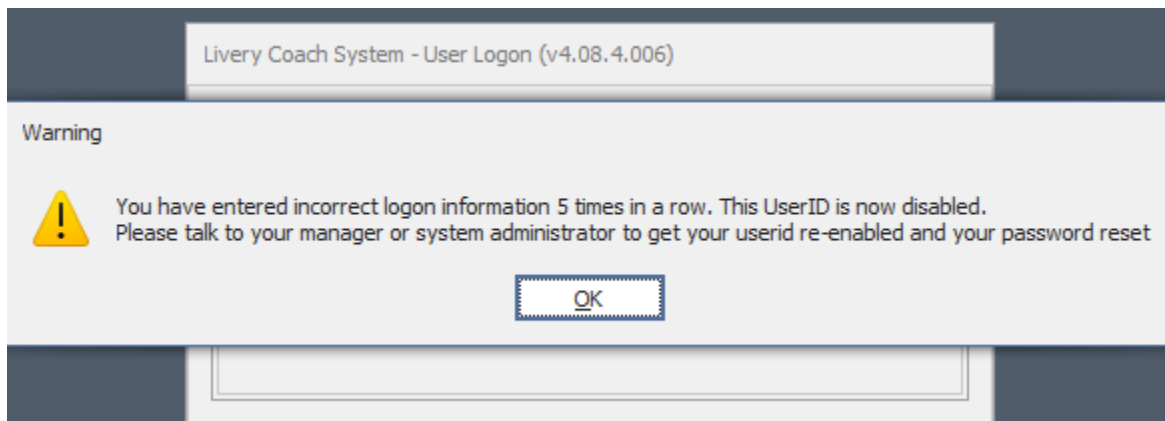


The user must now wait 60 seconds for the 4th attempt. If they get it right, they log right in.

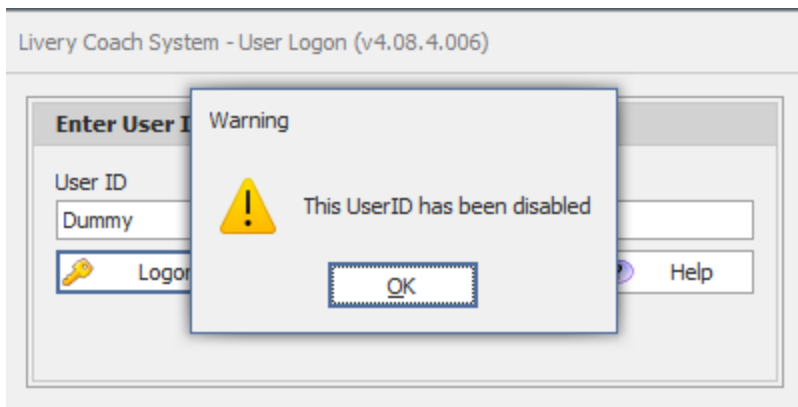
But if they get the 4th try wrong, a “final warning” message appears, and now a 5 minute wait is required. Note that the Logon button turns into a “Wait” button that counts down the time remaining—when the time is up, it changes to “Logon”..



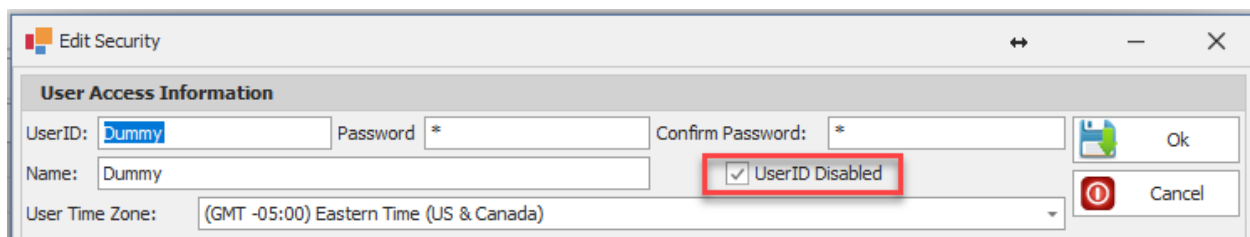
If the user guesses wrong 5 times in a row, the UserID is now disabled, and the following message pops up.



Further attempts to log in without re-enabling the UserID will cause the following screen to appear:



In order to re-enable the Livery Coach user, someone with Security permission must navigate to Setup->Maintain->Security and un-check the box UserID Disabled. We recommend changing the password also, since your user seems to have forgotten it. **PLEASE NOTE THAT OUR SUPPORT TEAM WILL NOT RE-ENABLE A USERID IF THAT USER CALLS US. Because how do we know that the caller is legitimate? This is a reset that someone with the appropriate authority in your organization must do.**



Note that if you want to “turn off” a user’s access, without having to change their password or delete their ID from the system, you can also navigate to this screen and manually check the “User ID Disabled” box. This will not log off a user who is currently logged in, but will prevent them from logging in again.