




Unlock AD account using Cloudplaza portal

Author	Philippe Wolfs
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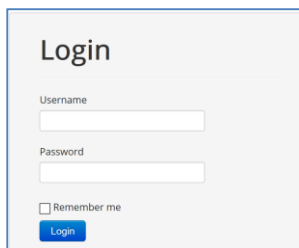
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1. Introduction

You have 3 attempts to logon with your account on a on Active Directory related service (mail , SharePoint , citrix).After 3 unsuccessful attempts to log in ,your account is locked for 30 min .That means you will be unable to logon during the next 30 min (even with the correct password). You can manually unlock your account using the Cloudplaza provisioning platform.

2. Procedure

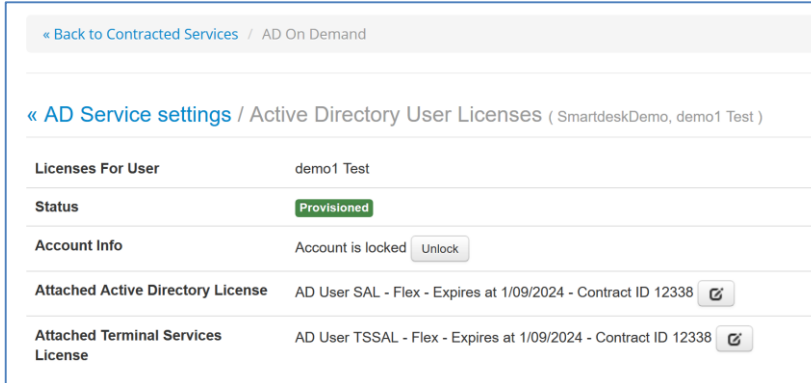
Go to <https://portal.cloudplaza.eu> and fill in your username and password in the “login” section.



The screenshot shows a 'Login' form with the following fields and elements:

- Username:** A text input field.
- Password:** A text input field.
- Remember me:** A checkbox.
- Login:** A blue button.

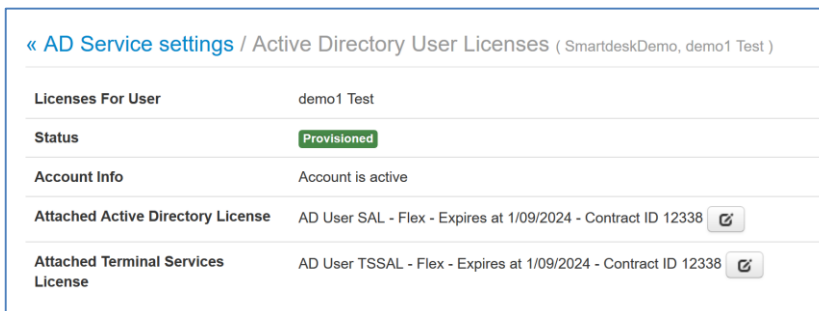
Go to “My Services”, click on “AD Services” and choose “Active Directory User Licenses”



The screenshot shows the 'Active Directory User Licenses' page for user 'demo1 Test'. The account status is 'Provisioned' and 'Account is locked'. There is an 'Unlock' button next to the account info.

« Back to Contracted Services / AD On Demand	
« AD Service settings / Active Directory User Licenses (SmartdeskDemo, demo1 Test)	
Licenses For User	demo1 Test
Status	Provisioned
Account Info	Account is locked <input type="button" value="Unlock"/>
Attached Active Directory License	AD User SAL - Flex - Expires at 1/09/2024 - Contract ID 12338 <input type="button" value="🔗"/>
Attached Terminal Services License	AD User TSSAL - Flex - Expires at 1/09/2024 - Contract ID 12338 <input type="button" value="🔗"/>

Click on the “Unlock” button and your account status will change to “Account is active”



The screenshot shows the 'Active Directory User Licenses' page for user 'demo1 Test'. The account status is 'Provisioned' and 'Account is active'.

« AD Service settings / Active Directory User Licenses (SmartdeskDemo, demo1 Test)	
Licenses For User	demo1 Test
Status	Provisioned
Account Info	Account is active
Attached Active Directory License	AD User SAL - Flex - Expires at 1/09/2024 - Contract ID 12338 <input type="button" value="🔗"/>
Attached Terminal Services License	AD User TSSAL - Flex - Expires at 1/09/2024 - Contract ID 12338 <input type="button" value="🔗"/>

You can now try again to logon your configured service (citrix, SharePoint ,mail,..)