Unlock AD account using Cloudplaza portal

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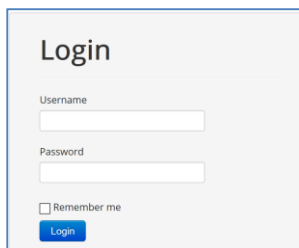
1. Introduction

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.
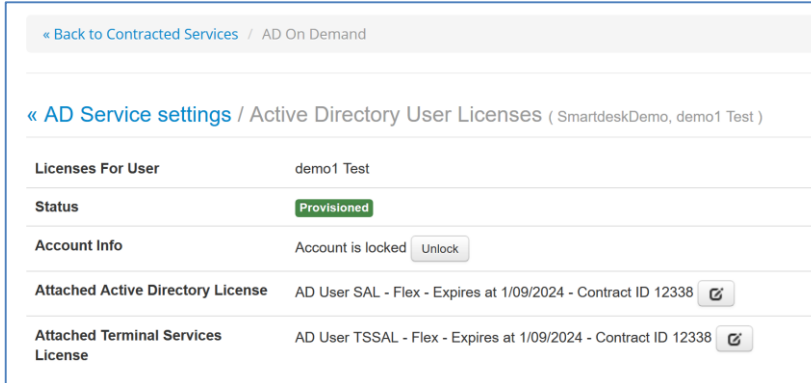
2. Procedure

Go to https://portal.cloudplaza.eu and fill in your username and password in the "login" section.

Login

Username

Password

☐ Remember me

[Login]
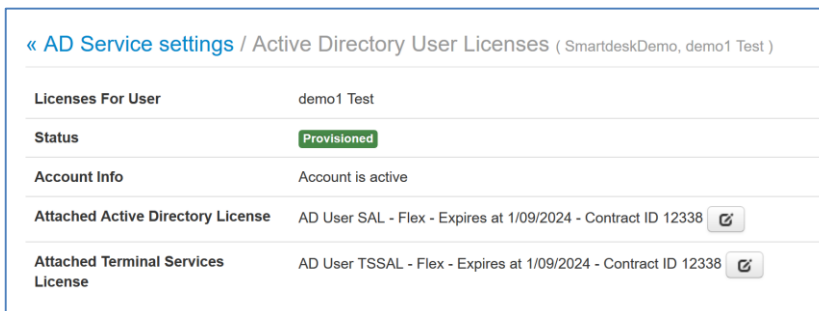
Go to "My Services", click on "AD Services" and choose "Active Directory User Licenses"

« 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 [Unlock]
Attached Active Directory License	AD User SAL - Flex - Expires at 1/09/2024 - Contract ID 12338 ☑
Attached Terminal Services License	AD User TSSAL - Flex - Expires at 1/09/2024 - Contract ID 12338 ☑

Click on the "Unlock" button and your account status will change to "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 ☑
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You can now try again to logon your configured service (citrix, SharePoint ,mail,..)