

Subject: SimpleTrials Did you Know Administrators can Unlock Accounts?
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From: Trial By Fire Solutions
To: Marissa Moore

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Hello SimpleTrials user,

We hope your journey with SimpleTrials is going well! Did you know that SimpleTrials administrators are able to unlock user accounts for their studies? SimpleTrials offers the ability for administrators to unlock user accounts for any user that has been locked for inactivity.

Tips for managing user accounts in SimpleTrials:

- Navigate to the User Management tab under the Administration section in SimpleTrials
- After selecting a user, administrators can choose from a drop-down list of Account Actions to unlock any user that has been locked out of their account
- Administrators also have the option to send a forgot/reset password email to users, as well as to deactivate/reactivate or suspend user accounts

A screenshot of the SimpleTrials User Management interface. The interface is divided into three main sections: a left-hand navigation menu, a top header, and a main content area. The navigation menu on the left has two main sections: 'Portfolio' and 'Administration'. Under 'Administration', 'User Management' is selected. The top header shows 'User Management' and a 'Quick' button. The main content area displays 'User Details - Murray, Bo'. It is divided into three columns: 'Contact Details', 'Account Details', and 'Account Actions'. The 'Contact Details' column lists information such as Display Name (Murray, Bo), First Name (Bo), Last Name (Murray), Organization (SuperPharm), Category (Sponsor Personnel), and Email (bmurray@superpharm.com). The 'Account Details' column lists information such as Email / Username (bmurray@superpharm.com), Account Status (Locked for inactivity), Default User Type (Associate), Portfolio Data View (1 - All Data), Language (English), Time Zone ((GMT -08:00) Pacific Time (US & Canada)), Assignments (Auto-Assign All Studies (Global)), Sandbox Access (Yes), Block All Finance (No), and Related Data. The 'Account Actions' column contains a dropdown menu with options: 'Edit User Details', 'Unlock User Account' (highlighted with a red box), and 'Deactivate/Suspend Account'.

If you have any questions or if we can be of any assistance, please contact your assigned client manager (Premium Plus clients) or email us at customersuccess@simpletrials.com.

Sincerely,

The SimpleTrials Team

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