

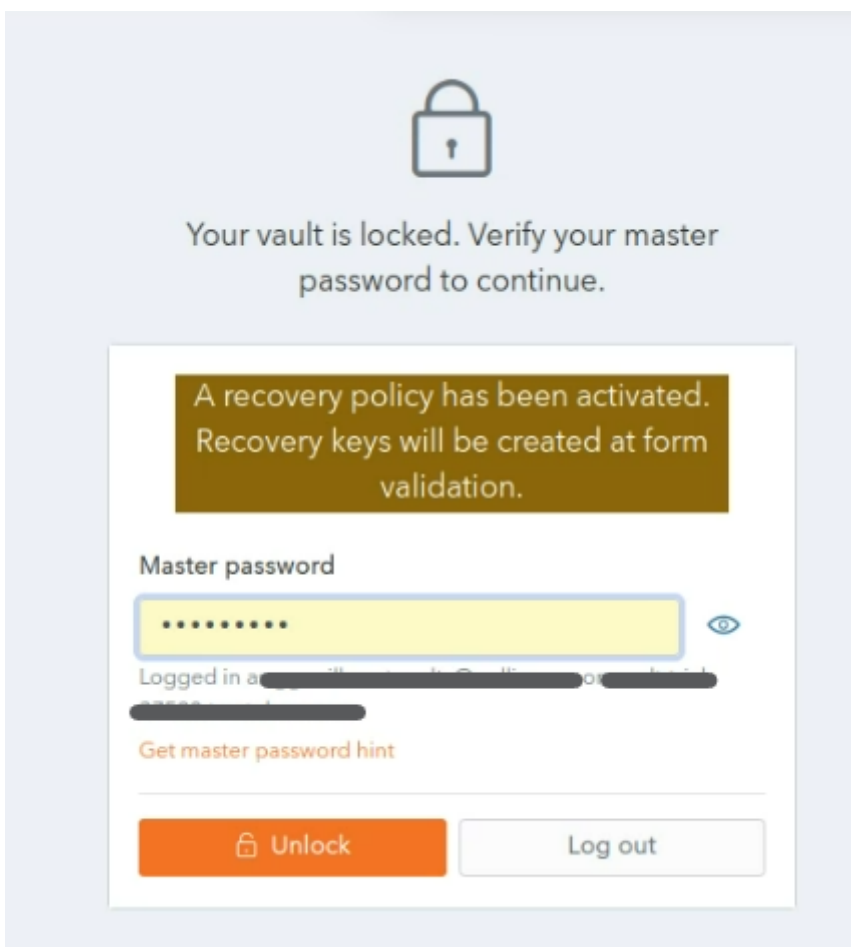
Manage Account Recovery

This is **only available** for users who have been **granted** the **recovery option** by a Trustelem Administrator.

Creation of Recovery Keys

The first user with **Recovery Permissions** who unlocks his vault creates the **recovery keys**. The **Unlock screen** displays a **message** indicating that the recovery keys have been created.

Recovery keys are created only once. The user who create the keys can share them with the procedure [Activate Account Recovery Rights for a User](#).



The screenshot shows a user interface for unlocking a vault. At the top, there is a lock icon and the text: "Your vault is locked. Verify your master password to continue." Below this, a brown message box states: "A recovery policy has been activated. Recovery keys will be created at form validation." Under the message box, there is a "Master password" label and a password input field with a yellow background and a blue eye icon for toggling visibility. Below the password field, there is a "Logged in as" label followed by a redacted username and a redacted email address. A link "Get master password hint" is visible below the login information. At the bottom, there are two buttons: an orange "Unlock" button with a lock icon and a white "Log out" button.

Where a new account is created with this option, the **message** will also be displayed on the **Account Creation Screen**.

Create account

A recovery policy has been activated. Recovery keys will be created at form validation.

Master password (required)

.....

Important: Your master password cannot be recovered if you forget it! 12 character minimum

Weak

Re-type master password (required)

Master password hint

A master password hint can help you remember your password if you forget it.

☒ Check known data breaches for this password

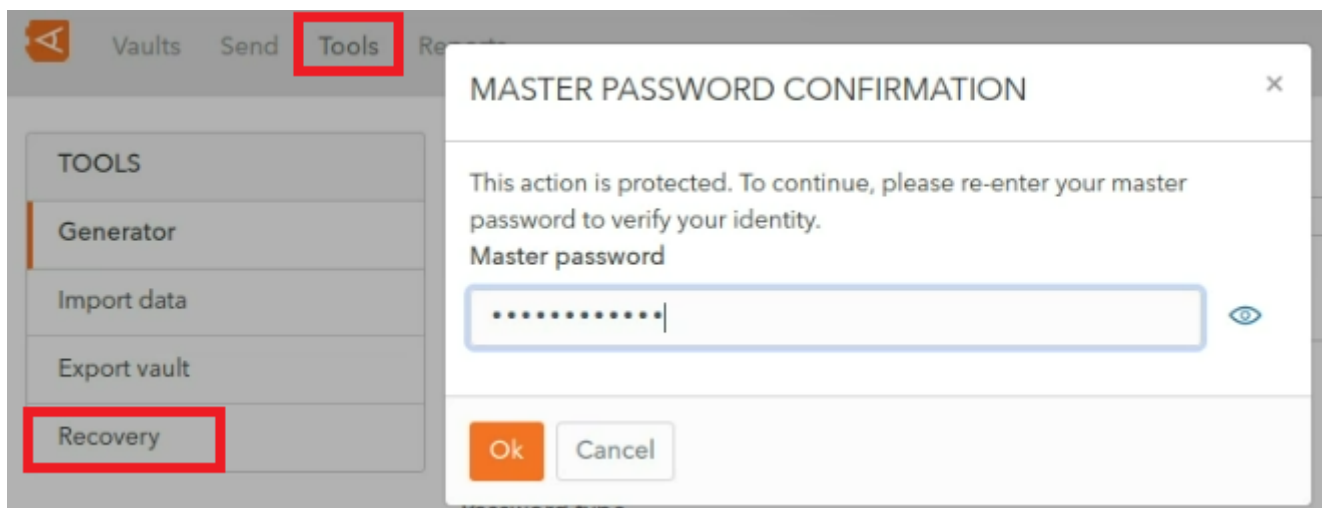
Create account Cancel

Activate Account Recovery Rights for a User

This **procedure** details the **steps** to be followed **by a User with Recovery Permissions** to **Activate Account Recovery Rights** for another **User**.

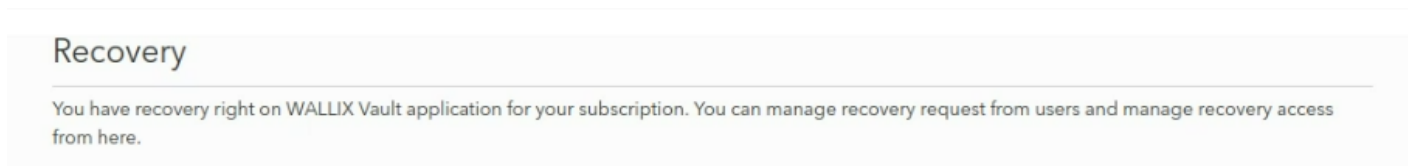
This is the the **second step** in the process. The **first step** is carried out by the **Vault Administrator**, who **adds** the **recovery_account attribute** to the **user account**.

Click **Tools** and then **Recovery**. The **Master Password Confirmation prompt** is displayed.



Enter your **Master Password** and click **Ok**. The Recovery Screen is displayed.

Alternatively, click **Cancel** to **cancel the operation**.



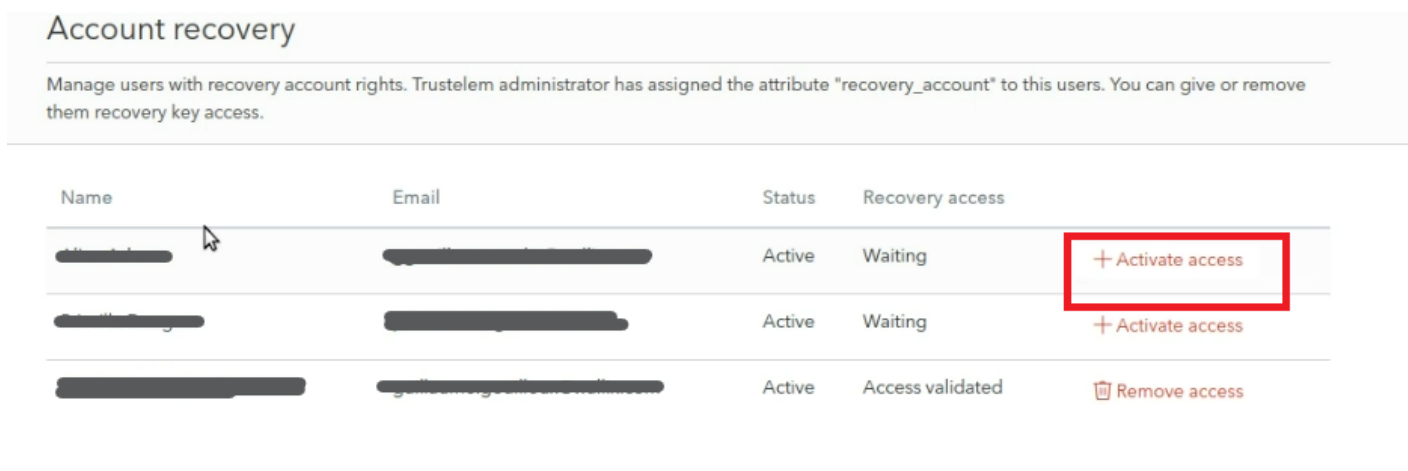
Account recovery

- [Manage users with recovery account rights](#)
- [Rescue users who have create a reset master password request](#)

Click the **Manage users with recovery account rights** link.

The **Account Recovery Screen** is displayed.

A **list of users** who have been given **Recovery Account Rights** by the **Vault Administrator** is displayed.



Users waiting for their access to be validated have a **Status** of **Waiting**.

Click the **Activate access link** beside a User to **activate** their **Account Recovery Rights** within the **Vault**.

The user's **Status** is changed to **Access Validated**. They have a **Remove Access link** beside their name.

Account recovery

Manage users with recovery account rights. Trustelem administrator has assigned the attribute "recovery_account" to this users. You can give or remove them recovery key access.

Name	Email	Status	Recovery access
		Active	Waiting + Activate access
		Active	Waiting + Activate access
		Active	Access validated <div>Remove access</div>

Deactivate Account Recovery Rights for a User

To **deactivate** Account Recovery Access for a User, click the **Remove Access link** beside their name.