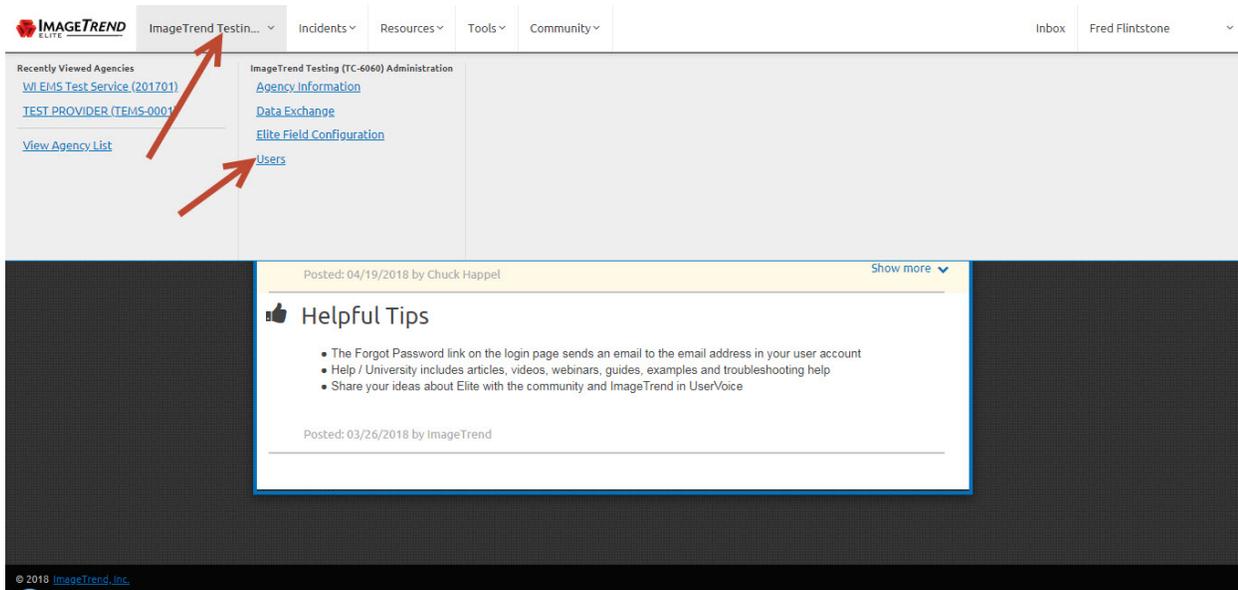


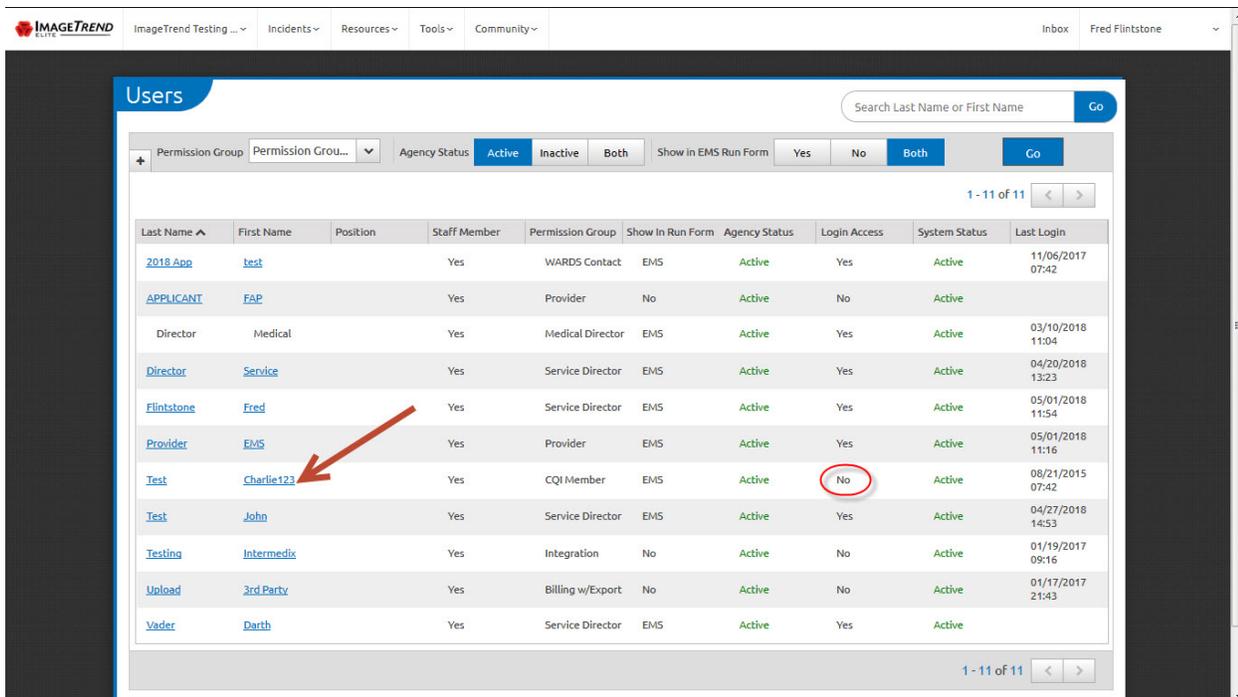
Correcting Locked Login Access

Service Directors can turn a member's Login Access back on if they got locked out. This can occur if they have not accessed their account for an extended period of time OR they exceeded the number of attempts to access their account using the wrong Username or Password.

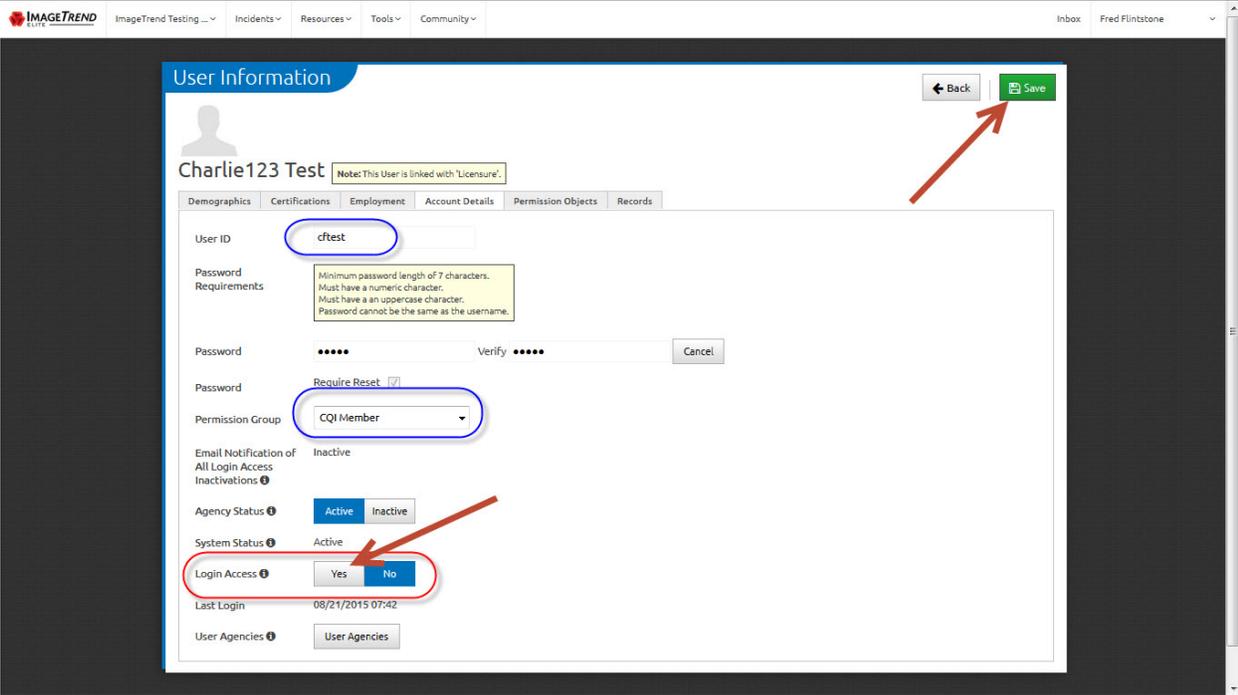
Once in your account under the *Service Name tab* click on *Users*.



That will bring up the service roster. If the *Login Access* column states "No" their account will be locked out. To correct this first *Click* on their *First or Last Name* to go into their account.



Once in their account scroll down and you will see a *Yes/No Login Access* switch. *Click Yes* then *Save* in the upper right hand corner. That is all that is needed to allow them access again.



In this screen you will also notice this is where you can confirm that person's User ID or Login Name shown in the top blue circle. The other blue circle is where you would change a person's permission level, if needed.



Division of Public Health
P-02173e (06/2018)