

HowToUnlock

Unlocking Accounts

The usual way of unlocking accounts is via the admin console, specifically the user admin screen. From this screen you can filter to find any locked accounts, locked accounts also appear in bold font

Username	Admin	Helpdesk	Single	Dual
admin	✓	✓	✓	✓
swivel	✓	✓	✓	✓
<div><div>Edit</div><div>Policy</div><div>Reset PIN</div><div>Reset Pwd</div><div>Resend</div><div>Unlock</div><div>Delete</div></div>				

Selecting the Unlock option will unlock the account. However, if the user was required to change their PIN for reasons other than failed authentication attempts, the user will still need to address the issue why the account became locked, eg they still need to change their PIN.

More Information

[How user accounts become locked](#)