

# HOW-TO: UNLOCK A USER ACCOUNT

**FOR:** Organization Directors, Primary Contacts, and any other users at your organization that you have granted permission to add/edit personnel.

**DESCRIPTION:** After three (3) failed login attempts a user account is disabled. This guide describes the process for unlocking the user account.

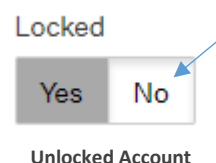
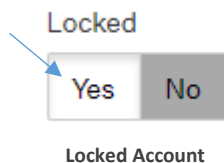
**PREREQUISITES:**

- [How-To: Navigate the Portal-Applicant, IT.GDE.8.004](#)
- [How-To: Navigate the Application, IT.GDE.8.005](#)

**PROCESS:**

There are three (3) methods to unlock an account. Each is described below:

1. An end user can unlock his or her account by completing the recover password process described in [How-To: Reset My Password, IT.GDE.8.002](#).
2. If you are the Director or Primary Contact of an organization, you have permission to manage the personnel at your organization and unlock their accounts. The director and primary contact can extend this permission to other users using the checkbox, "Grant user permission to add/edit personnel". Users with this permission can add, edit, and unlock user accounts.
  - a. Access the edit user form using the instructions in [How-To: Add Users to My Organization, IT.GDE.8.006](#)
  - b. In the edit user form, locate the **Locked** field.



- c. Select "No".
  - d. Select **Save**.
  - e. Notify the user that their account has been unlocked.
3. Notify FACT and request the account to be unlocked.