Unlock a User Profile

To unlock a user profile, complete the following steps:

1. From the **Administration** tab, select **User Administration**>**Manage Users**. The *Step 1 of 2 Select a User* page appears.
2. Select the **user profile radio button** that you want to unlock.
3. Select **Unlock Account** as shown in Figure 1**.**

Figure 1. Step 1 of 2: Select a User (Unlock User Account)

Application Tips

- You can only unlock one user profile at a time.
- Unlocking a user profile allows the user to log in to OTCnet Offline using his/her original password.

4. The *Step 2 of 2: Review User Profile To Be Unlocked* page appears.
5. Verify the following user profile should be unlocked and select **Submit**. A *Confirmation* page appears verifying the user profile is unlocked.

Additional Buttons

- Select **Return to View User Profile List** to return to the View User Profile List for that terminal.
- Select **Return Home** to return to the OTCnet Home Page.