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. Click **Unlock Account** as shown in Figure 1. The **Step 2 of 2: Review User Profile To Be Unlocked** page appears.

![Figure 1. Step 1 of 2: Select User Profile](image)

**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. Verify the following user profile should be unlocked and click **Submit**. A **Confirmation** page appears verifying the user profile is unlocked.

**Additional Buttons**

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