To update user profiles, complete the following steps:

1. From the **Administration** tab, select **User Administration>Update User Profiles**. The **Update User Profile** page appears.

   **Application Tip**

   The **Update User Profiles** function updates the account status, personal information, provisioning of the user profiles based on OTCnet Online. If a **Check Capture Administrator (CCA)** downloads an inactive user profile, and then later decides to activate it for OTCnet Offline, it will be active. Updating user profiles in OTCnet Offline does not change a user’s profile in OTCnet Online.

2. Click **Update**. The **Update All Users** dialog box appears as shown in Figure 1.

   **Figure 1. Update User Profiles**

3. Click **Close**.

   **Application Tip**

   It is highly recommended that the **Cancel** button is not clicked, instead, wait for the **Close** button to ensure the user profiles display on the **Confirmation** page.

4. A **Confirmation** page appears showing the user profiles have been updated.

   **Additional Button**

   Click **Return Home** to the OTCnet Home Page.