

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)

The screenshot shows the 'Manage User' interface in the 'Administration' tab. The page title is 'Manage User' and the sub-header is 'Step 1 of 2: Select a User'. Below this, there is a table with 10 records. The table has columns for 'Select', 'OTC Endpoint', 'ALC+2', 'User ID', 'User Name', 'Active', and 'Locked'. The third row is selected, and the 'Unlock Account' button at the bottom is highlighted with a red box.

Select	OTC Endpoint	ALC+2	User ID	User Name	Active	Locked
<input type="radio"/>	CAS BofA	14160006R9	atestf02	Auto Testfive	✓	
<input type="radio"/>	CAS BofA	14160006R9	atesto01	Auto TestOne	✓	
<input checked="" type="radio"/>	CAS BofA	14160006R9	otcnetDebug01529	Evkod Qjowsn	✓	✓
<input type="radio"/>	CAS BofA	14160006R9	otcnetDebug01530	Yxfip Cxgquykr		
<input type="radio"/>	CAS BofA	14160006R9	otcnetDebug01636	Lxfrigy Vvgnbrssw	✓	
<input type="radio"/>	CAS BofA	14160006R9	otcnetDebug01696	Jaus Ghzpoh	✓	
<input type="radio"/>	CAS BofA	14160006R9	otcnetDebug01720	Akiimplg Midobvxyjmv	✓	
<input type="radio"/>	SruLLE6	1601200401	otcqef49	otcnet tcnqeChkAdmin	✓	
<input type="radio"/>	SruLLE6	1601200401	otcqef51	otcnet tcnqeChkLeadOp	✓	
<input type="radio"/>	ABC test1	1600008011	otqef176	otcnet tcqeeChkSupervisorFA_Bureau of the Public Debt	✓	

Buttons at the bottom: Cancel, Activate/Deactivate, **Unlock Account**, Reset Password and MFA, Print User List



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.
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