How to Unlock Users						
Applies To:	PoliteMail Desktop	PoliteMail Online	PoliteMail	O365		
				Version: 🗧 4.94	4.97	5.0+

Unlocking a User

If a user locks their account from entering an incorrect password too many times, follow the steps below:

- 1. Go to **POLITEMAIL** >Account > Users.
- 2. If the user is locked out, the **Require Password Reset** ('Enabled' in Version 4.9x) column will be **checked**.

P	Users				
	Email ∨	First Name $ \smallsetminus $	Last Name \smallsetminus	Role \checkmark	Require Password Reset \vee
	An extra dipeteration	14	1000.00	1000000000	
	tony.stark@gmail.com	Tony	Stark	Manager	\checkmark
	Peter.Parker@gmail.com	Peter	Parker	User	×
	to had done for digit for all on	101 Task	(Indiana)	System Selections	

3. Click on user to open the Edit User window. Click on**Reset Password**. A new password will be generated. The **Password Reset** box will also switch from 'False' to 'True.'

• Version 4.9x: Click on 'Edit' in the far right column, check the 'Enabled' box, then click on 'Update'. Then to reset the user's password, double click on their name, click on 'Password: Reset'. Skip to Step 6.

4. To easily share the new password with the user, select **Send Setup Email** and use the dropdown menu to select what type of message you want to send. Click **Save**.

• Version 4.9x: This drop-down will not be available; you will go straight to Outlook with an email ready to be sent.



Edit User	\times
First Name	
Ronald	la.
Last Name	
McDonald	la.
Email	
ron@goldenarches.com	lb.
Phone	
	þ
Reset Password	
Require Password Reset	
False	\sim
User Type	
Admin	\sim
Business	
Unassigned	\sim
Region	
Unassigned	\sim
Send Setup Email	_
No	\sim
✓ Active	

5. An email will be prompted from your Outlook with the new password to the User.

To <u>tony.stark@gmail.com</u>	
Send Cc	
Subject Your PoliteMail account is ready	
E	
	Politemaik ^{ey} 05.10.21
	Welcome to PoliteMail
	Your PoliteMail Server account is ready. Getting going is as easy as 1-2-3.
	1. Download the PoliteMail for Outlook Software Open and run the <u>client.exe</u> file
	Note: You will have to have Admin rights to install the software on your machine. PoliteMali v4 requires the latest Microsoft. Yet 48 components be installed locally, if the installe deletest relp do not exits; if walk you to download and install them from Microsoft. This. Net update will require a restart.
	 Restart Outlook. PoliteMail will then ask you to establish a connection with your PoliteMail Server. Please use these credentials.
	Email: tony.stark@gmail.com = Passwort: MAGIZHD/RG#-wF-kZKyTH = wateram =