

# How to Unlock Users

Last Modified on 08/23/2022 9:21 am EDT

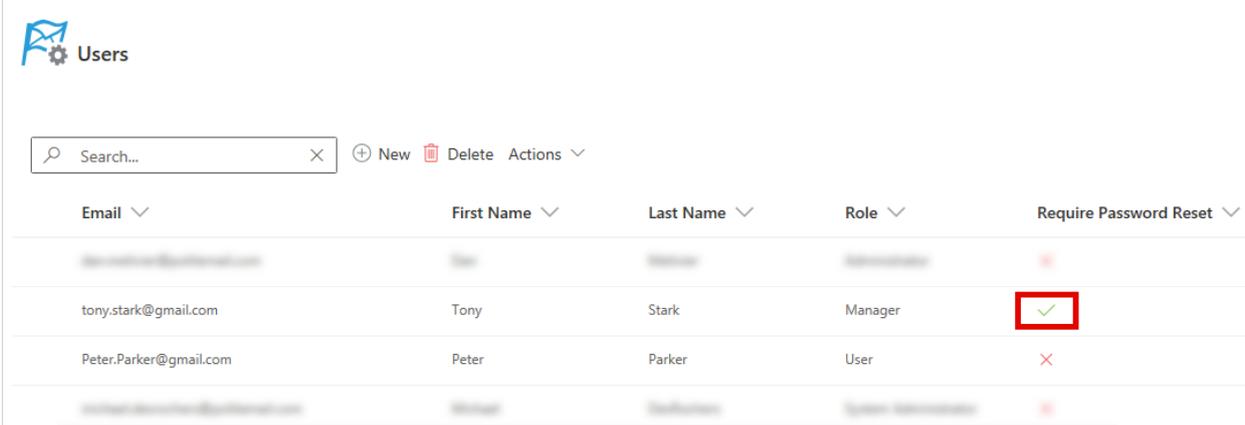
Applies To: ■ PoliteMail Desktop ■ PoliteMail Online ■ PoliteMail O365

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.



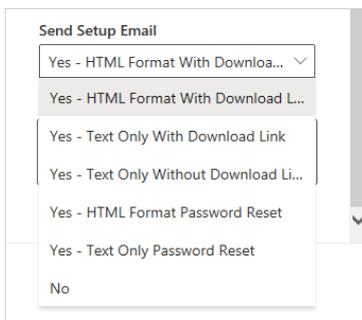
Email	First Name	Last Name	Role	Require Password Reset
[blurred]	[blurred]	[blurred]	[blurred]	[blurred]
tony.stark@gmail.com	Tony	Stark	Manager	✓
Peter.Parker@gmail.com	Peter	Parker	User	✗
[blurred]	[blurred]	[blurred]	[blurred]	[blurred]

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**
✕

**First Name**

**Last Name**

**Email**

**Phone**

**Require Password Reset**

**User Type**

**Business**

**Region**

**Send Setup Email**

Active

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

