How to Unlock Users

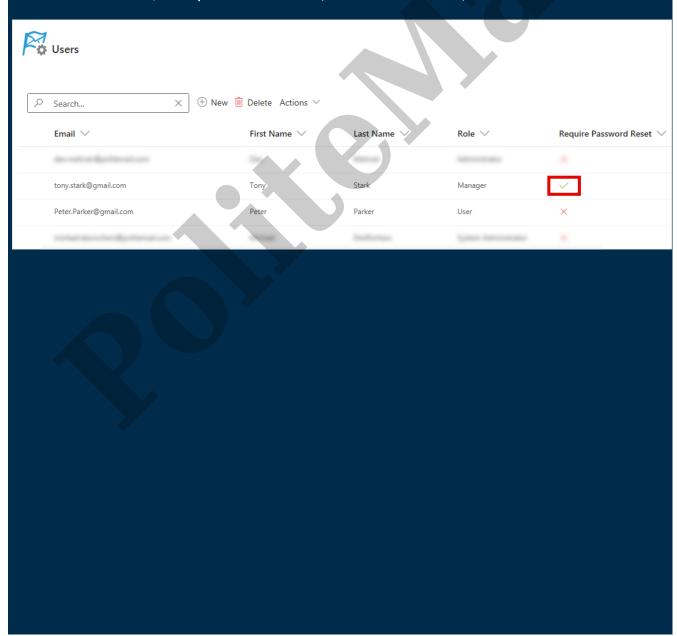
Last Modified on 10/22/2025 11:48 am EDT

Version: 4.9 5.0 5.1+

Unlocking a User

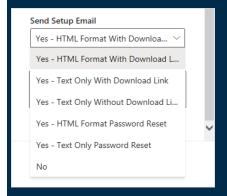
If a user locks their account from entering an incorrect password too many times, follow the steps below:

- 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.





- 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.



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

