

How to Unlock Users

Last Modified on 03/20/2026 10:02 am EDT

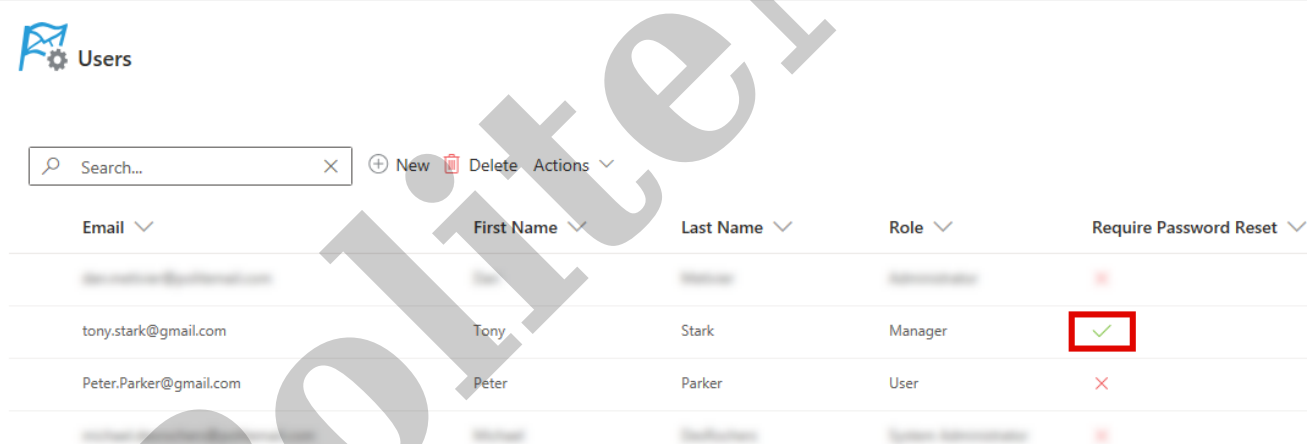
Version: ■ 4.9 ■ 5.0 ■ 5.1+

Unlocking a User

Password authentication is being replaced with Single Sign On.

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**.



The screenshot shows the 'Users' management page. At the top left is a gear icon and the word 'Users'. Below this is a search bar with a magnifying glass icon and a close button. To the right of the search bar are buttons for '+ New', 'Delete', and 'Actions' with a dropdown arrow. Below these are five columns: 'Email', 'First Name', 'Last Name', 'Role', and 'Require Password Reset'. Each column has a dropdown arrow. The table contains four rows of user data. The second row, for 'tony.stark@gmail.com', has a green checkmark in the 'Require Password Reset' column, which is highlighted with a red box. The third row, for 'Peter.Parker@gmail.com', has a red 'X' in the same column. The other two rows are partially obscured by a watermark.

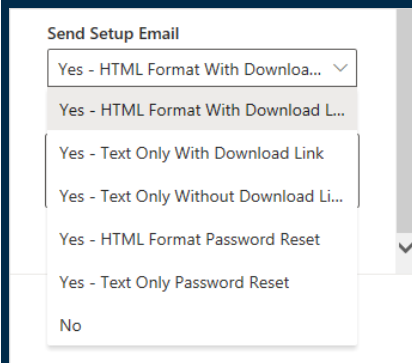
Email	First Name	Last Name	Role	Require Password Reset
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
tony.stark@gmail.com	Tony	Stark	Manager	✓
Peter.Parker@gmail.com	Peter	Parker	User	✗
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]

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.'

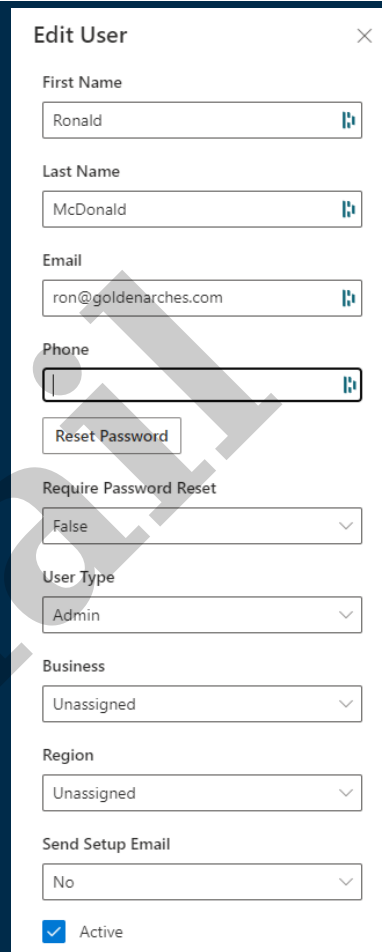
- **Version 4.9x:** Click on **'Edit'** in the far right column, check the 'Enabled' box, then click on **'Update'**. Then to reset the user's password, double click on their name, click on **'Password: Reset'**. Skip to Step 6.

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.



The screenshot shows a dropdown menu titled "Send Setup Email". The menu items are: "Yes - HTML Format With Downloa...", "Yes - HTML Format With Download L...", "Yes - Text Only With Download Link", "Yes - Text Only Without Download Li...", "Yes - HTML Format Password Reset", "Yes - Text Only Password Reset", and "No".



The screenshot shows the "Edit User" window with the following fields and options:

- First Name: Ronald
- Last Name: McDonald
- Email: ron@goldenarches.com
- Phone: [Empty]
- Reset Password: [Button]
- Require Password Reset: False
- User Type: Admin
- Business: Unassigned
- Region: Unassigned
- Send Setup Email: No
- Active:

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

