How to Unlock Users

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Applies To: New PoliteMail Legacy PoliteMail

Version: 4.9+ 5.0+

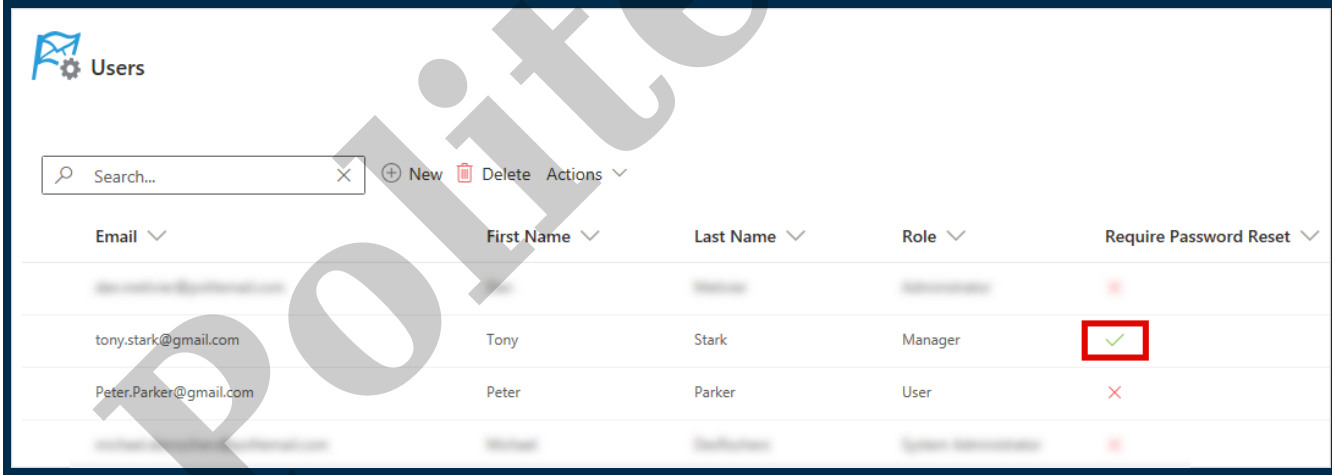
Unlocking a User

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.**



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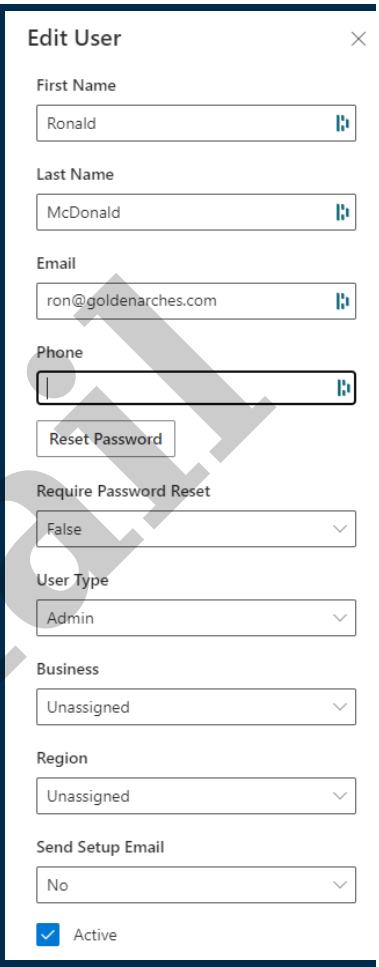
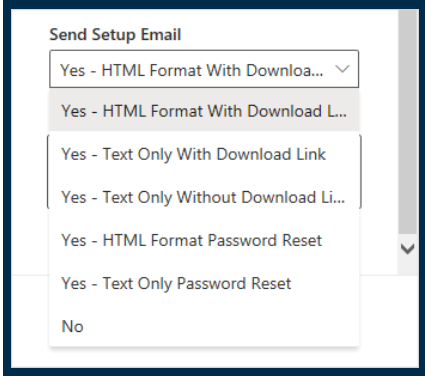
3. Click on user to open the Edit User window. Click on **Reset Password**. A new password will be generated. The **Password Reset** box will also switch from 'False' to 'True.'

- **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.

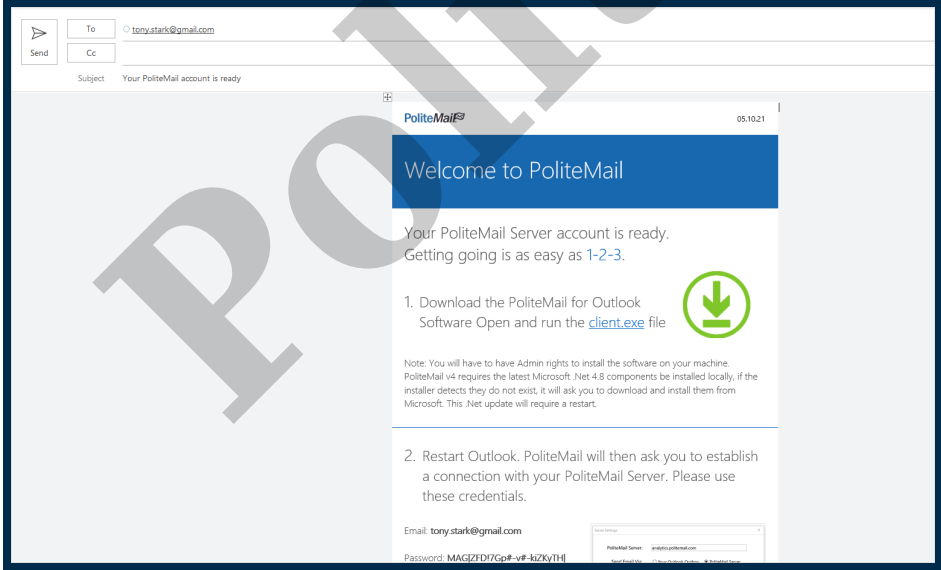


4. To easily share the new password with the user, select **Send Setup Email** and use the dropdown menu to select what type of message you want to send. Click **Save**.

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



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



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