

Unlock a Residential, Day, or Parenting Program Profile

Description: In this topic, the user will learn how to unlock a Residential, Day, or Parenting Program Profile. If a program profile's password is entered incorrectly more than the number of attempts configured based on the organization's security policy, the profile will be locked. The supervisor or administrator associated with the program must unlock the profile.

Role Required: Super User, Supervisor

Permission Required: Residential Program Admin, Day Program Admin, Parenting Program Admin

1. Log in with personal profile
2. Click **Home** on the main menu
3. Click the **type of program** on the submenu (Residential Programs, Day Programs, or Parenting Programs)
4. Enter the program name in the filter and click **Search**
5. **Click anywhere in the program row** to open the Program Details page
6. Click the blue **Unlock** link next to Authentication Status in the Program Details widget
7. Click **Yes** to confirm

Related articles

- [System Set-Up - Admin Guide](#)
- [Day Program Profile Overview](#)
- [Unlock a Residential, Day, or Parenting Program Profile](#)
- [Unlock an Employee or Client Profile](#)
- [Residential Program Profile Overview](#)