

Unlock an Employee or Client Profile

Description: In this topic, the user will learn how to unlock an employee or client profile. The organization determines the number of times an employee or client can attempt to log in before their account is locked. A user within the organization with the appropriate role or permission must unlock the profile so the user can access the system again.

Role Required: Super User, Supervisor, Employer

Permission Required: Client Admin, Employee Admin

Unlock an Employee Profile

1. Log in to personal profile
2. Click **Home** on the main menu
3. Click **Employees** on the submenu
4. Search for the employee by typing the name in the **Type Employee Name** field
5. Click **Search**
6. Click anywhere in the employee row to open the employee details page
7. Click the blue **Unlock** text, located next to Authentication Status in the Other Details widget.
8. Click **Save** and **Yes** to confirm

Unlock a Client Profile

1. Log in to personal profile
2. Click **Home** on the main menu
3. Click **Client** on the submenu
4. Search for the employee by typing the name in the **Type Client Name** field
5. Click **Search**
6. Click anywhere in the employee row to open the client details page
7. Click the blue **Unlock** text, located next to Authentication Status in the Other Details widget.
8. Click **Save** and **Yes** to confirm

Related articles

- [Unlock a Residential, Day, or Parenting Program Profile](#)
- [Unlock an Employee or Client Profile](#)
- [How do I view my profile details?](#)
- [What do I do if my profile activation or password reset email is expired?](#)
- [Guardian Guide](#)