

Unlocking User Accounts

When you learn from the users that they can no longer access the RiskVision application due to a lock out, you will have to unlock the user accounts. You can unlock user account one at a time or through a batch operation.

Method 1: To unlock user accounts one at a time

1. In the Administration application, go to **Users > Users**. The **Users** page is displayed.
2. Select the user to open its details page, displaying the **Information** tab.
3. Click **Edit** at the upper right-hand corner of the Information tab.
4. Check the box next to the Allow users to access RiskVision option.
5. Click **Save**. The user is unlocked.

Method 2: To unlock user accounts through a batch operation

1. In the Administration application, go to **Users > Users**. The **Users** page is displayed.
2. Check the corresponding box in each user's row and select **Activate** in the More Actions drop-down list. The users are unlocked.

The method 2 can also be useful in unlocking the user accounts one at a time. It is entirely up to you, which method to prefer when unlocking the user accounts.