

Unlock an Employee

Last Modified on 24/07/2023 12:26 pm BST

Permissions

You will require an Access Role with the following permissions:

- (User Management) Employees

1. Navigate from the homepage to **Administrative Settings | User Management | Employees**.

Employees

Search Options

Enter surname of employee (or lead characters) Username

E-mail Address

Role

Signoff Group

Default Department

Default Costcode

2. Search for the employee whose account is locked.

3. Click  next to the employee to unlock their account. The employee will now be able to log in using their correct credentials.

Note: If your employee does not know their credentials, you can click  to send a password reset email.

Employees

Display Filter

All Employees

						Username	Title (Mr/Mrs/Dr)	First Name	Surname	Group Name	E-mail Address ▼
						Peter	Mr	Peter	Cowen	Line Manager	peter.cowen@allocatesoftware.com

Note: If your organisation is using the Login with SSO feature, the option to reset the password won't be available as you will authenticate through SSO. However, if your organisation is using traditional authentication with company ID, username, and password, then the reset password option will be available.

