How to Unlock a User Account on Cloud

Org Man Users · https://cclearninghub.co.uk/docs/how-to-unlock-a-user-on-cloud/

How to unlock a user account on Cloud

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This guide explains how to unlock a user account in the Org Management App. It provides simple, step-by-step instructions that show you how to locate a user, open their security settings, and restore their access. The unlock feature is useful because it helps you quickly support staff who have been locked out due to incorrect passwords or security policies.

By unlocking the account, you can reduce downtime, avoid delays in daily tasks, and keep your organisation running smoothly. Use this guide whenever a team member cannot sign in and needs their account access reactivated.

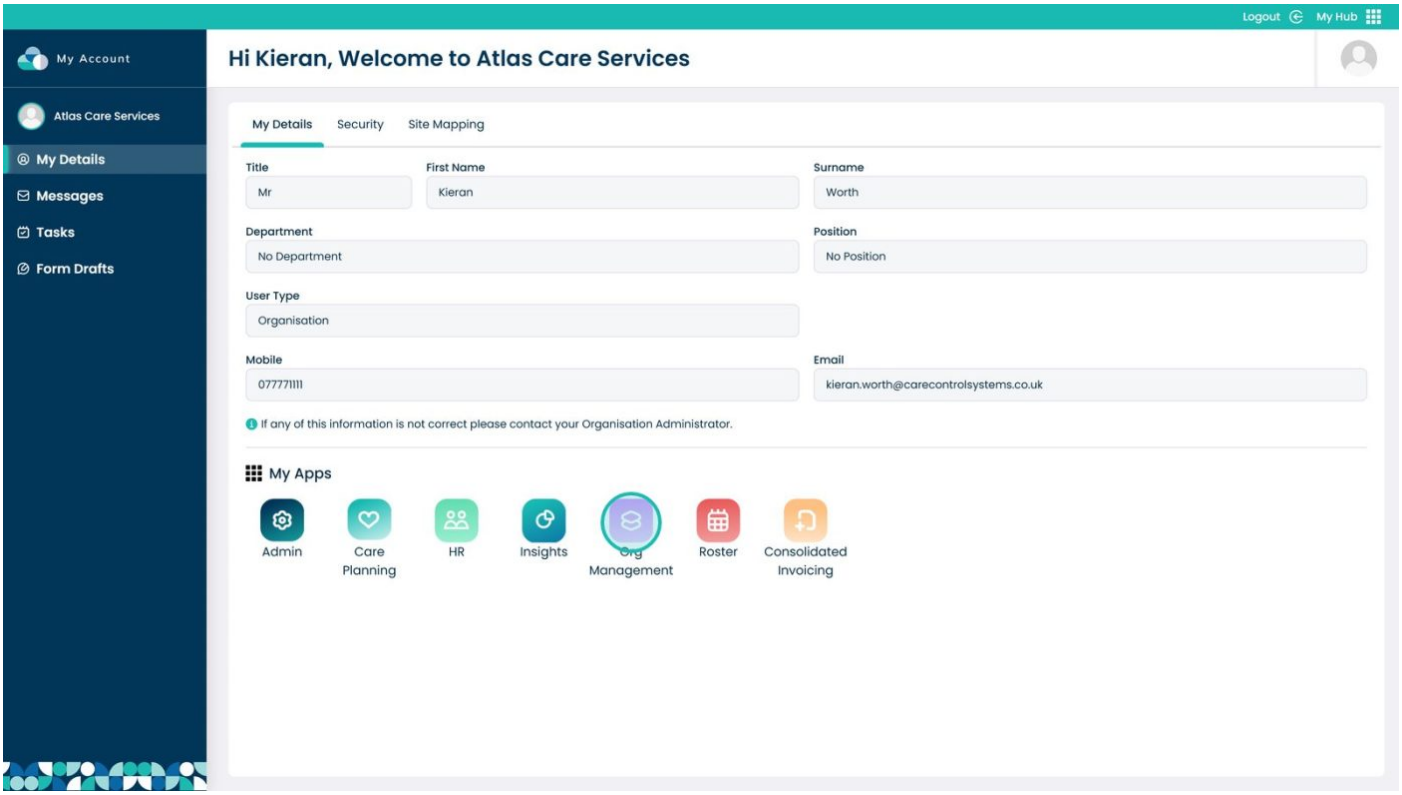
Interactive Guide

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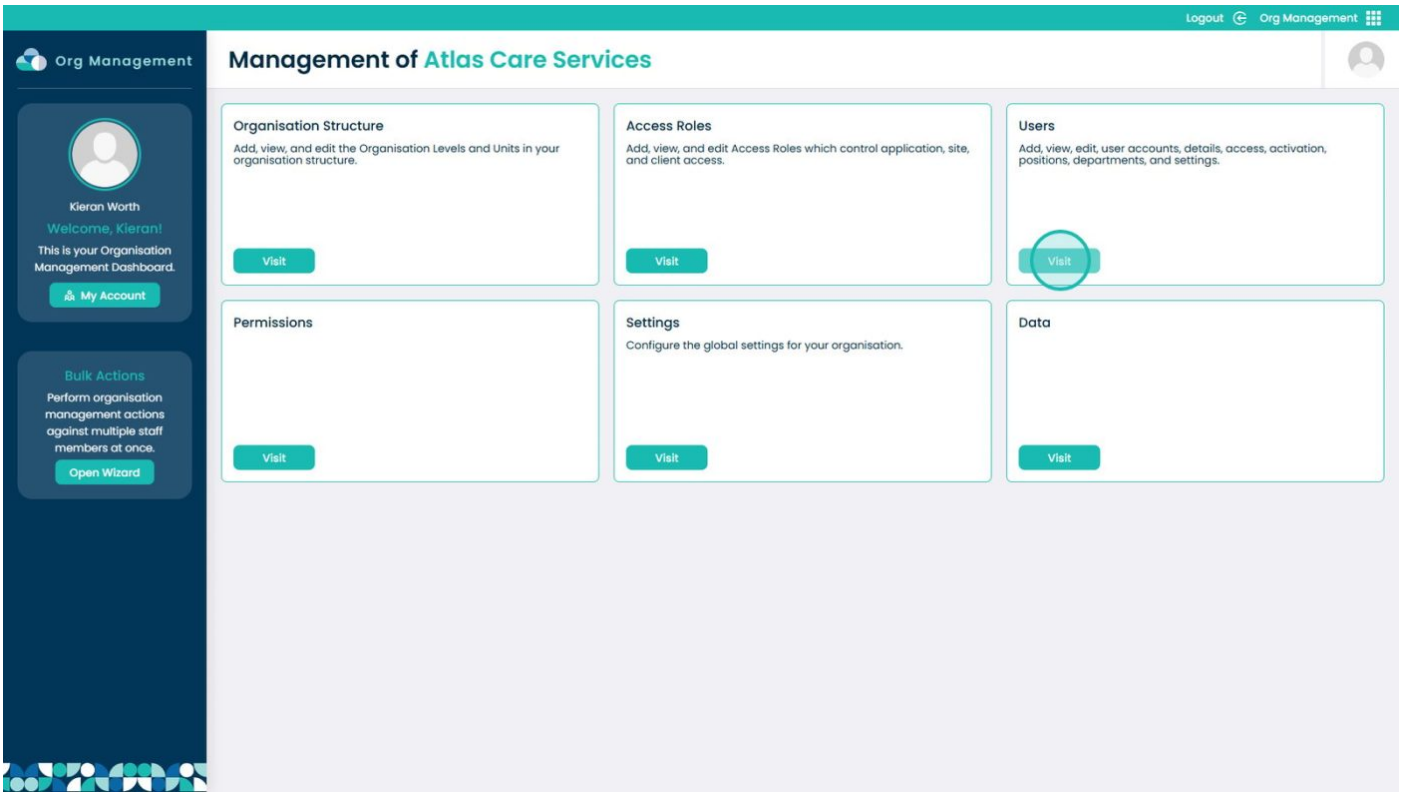
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Text based guide

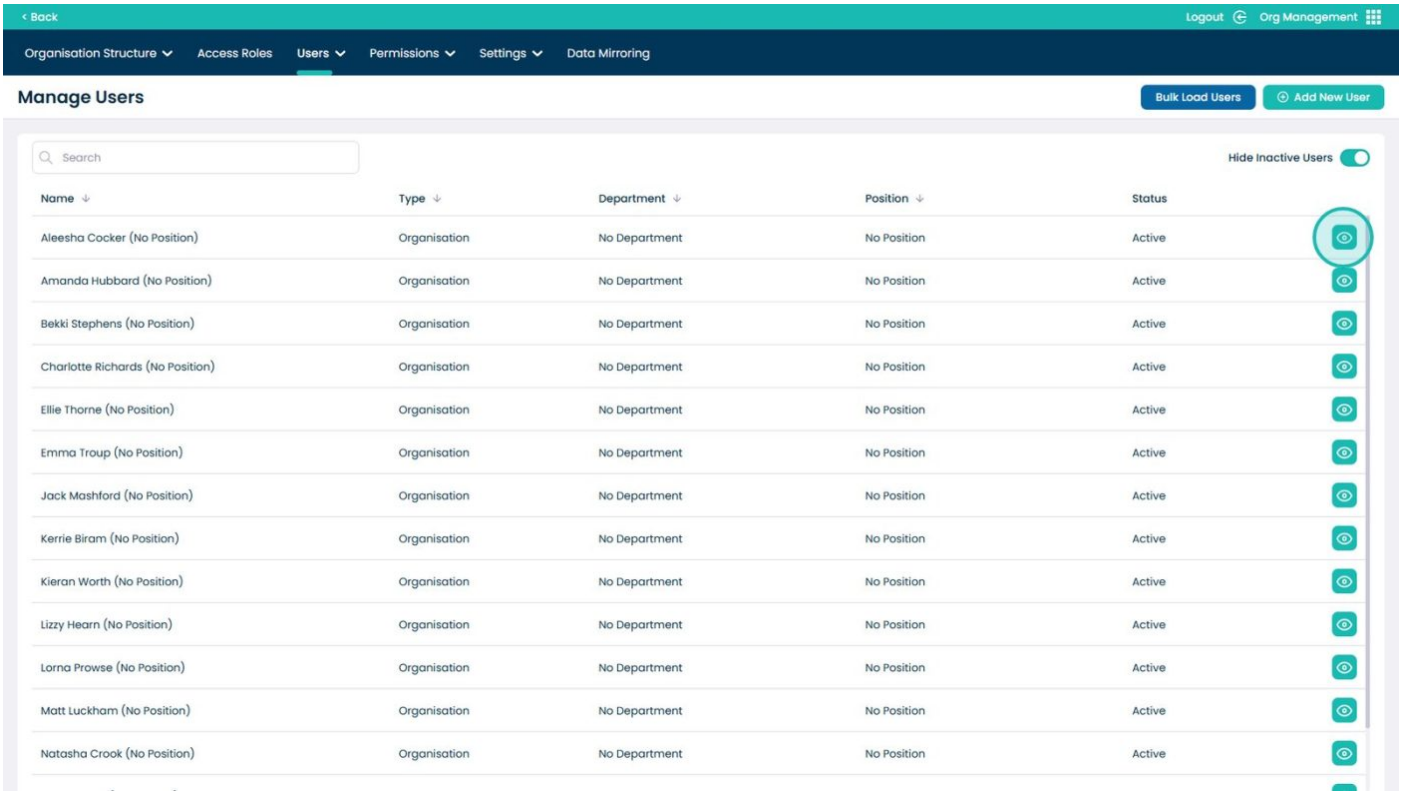
Open the Org Management App



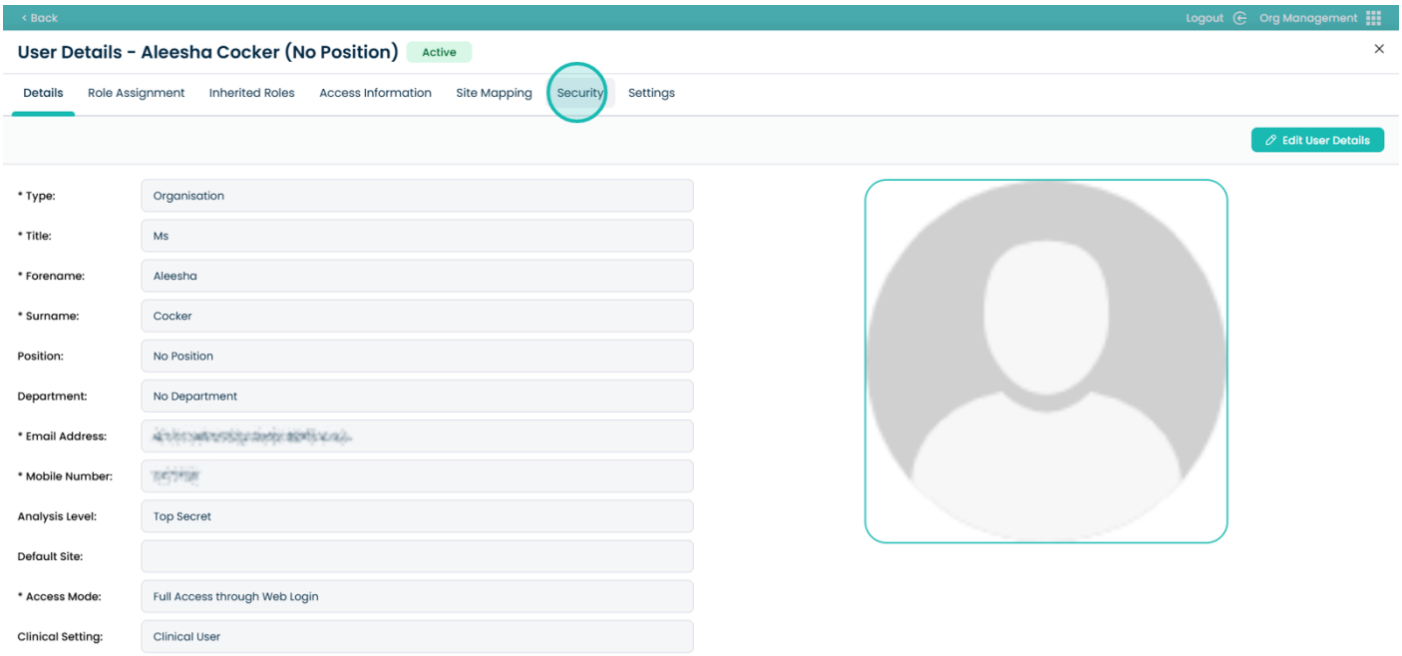
Select Visit under Users



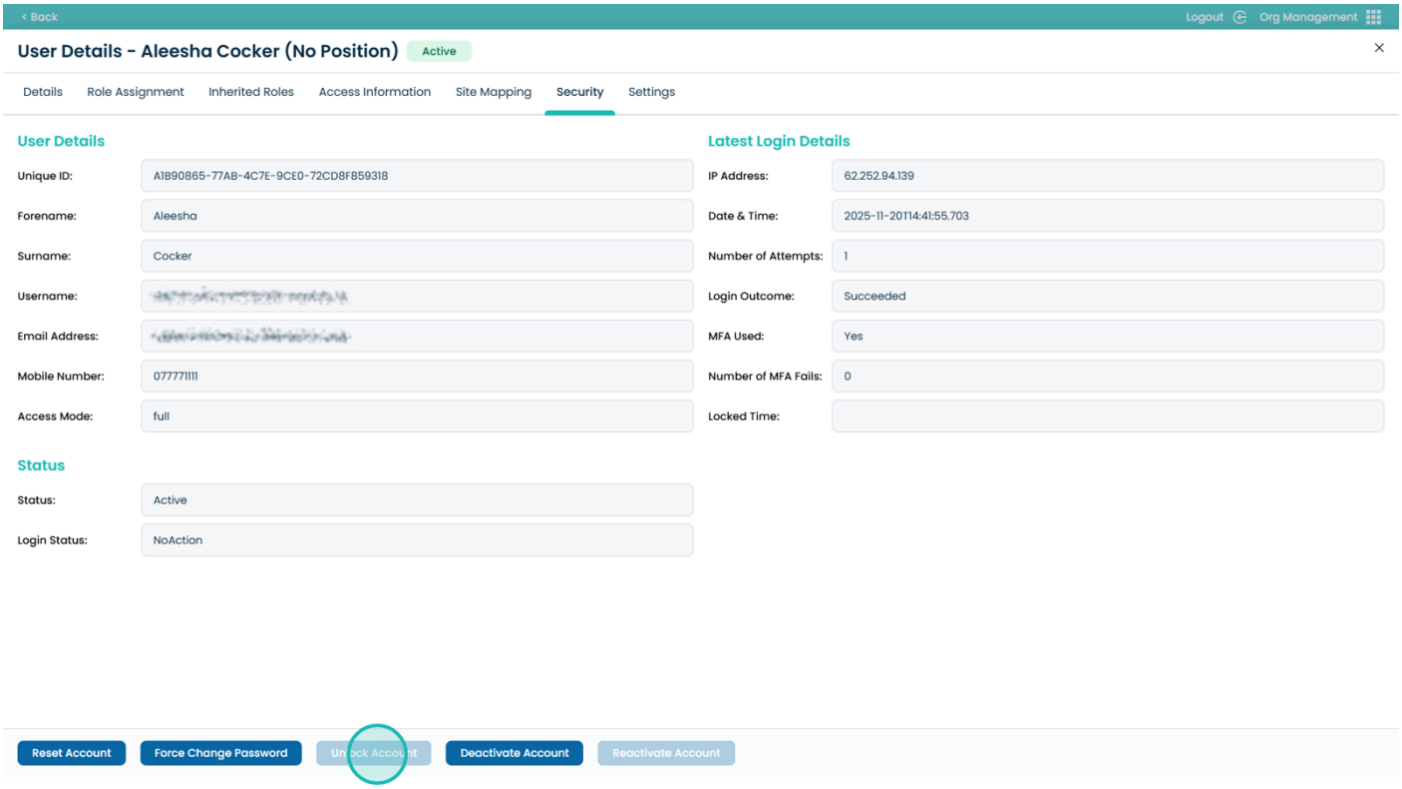
Click the eye icon next to the user you need to unlock



Open the Security tab



Now select Unlock Account



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