Unlocking a Cloud User Account

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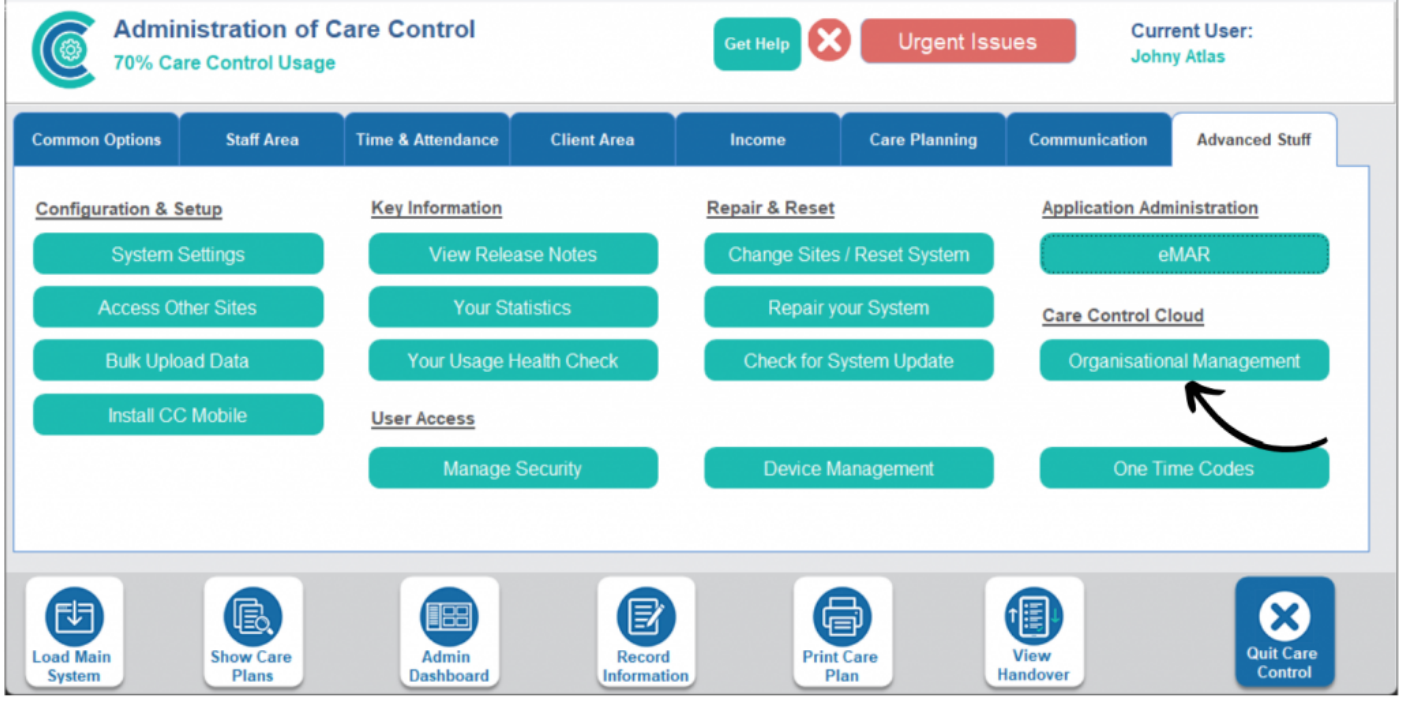
Unlocking a Cloud User Account

This guide will cover how to unlock a staff members Care Control Cloud account via the Organisational Management tool on Care Control Windows.



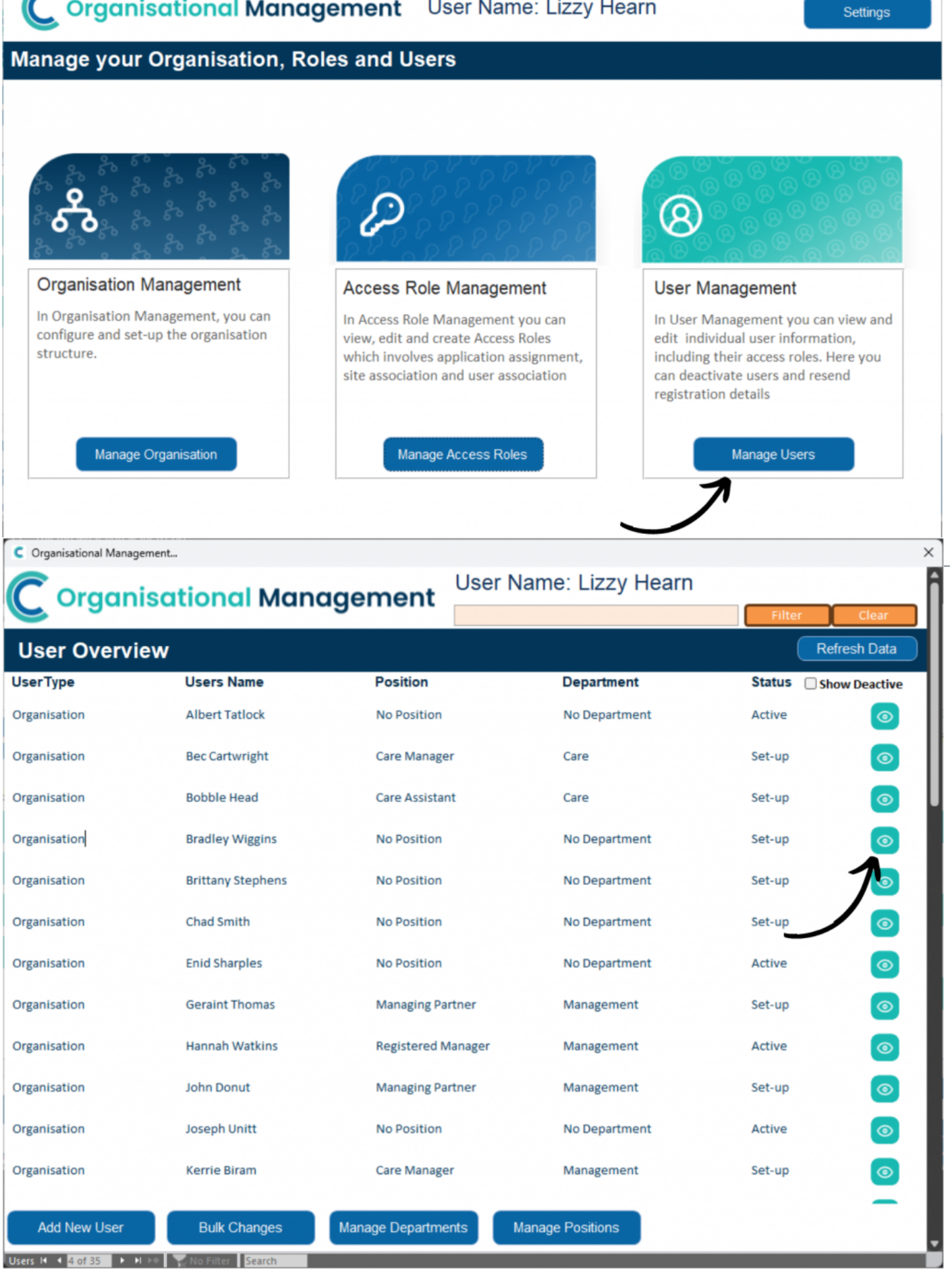


1

In the Administration of Care Control Windows, navigate to the **Organisational Management** tool, which can be found under the Advanced Staff tab.

2

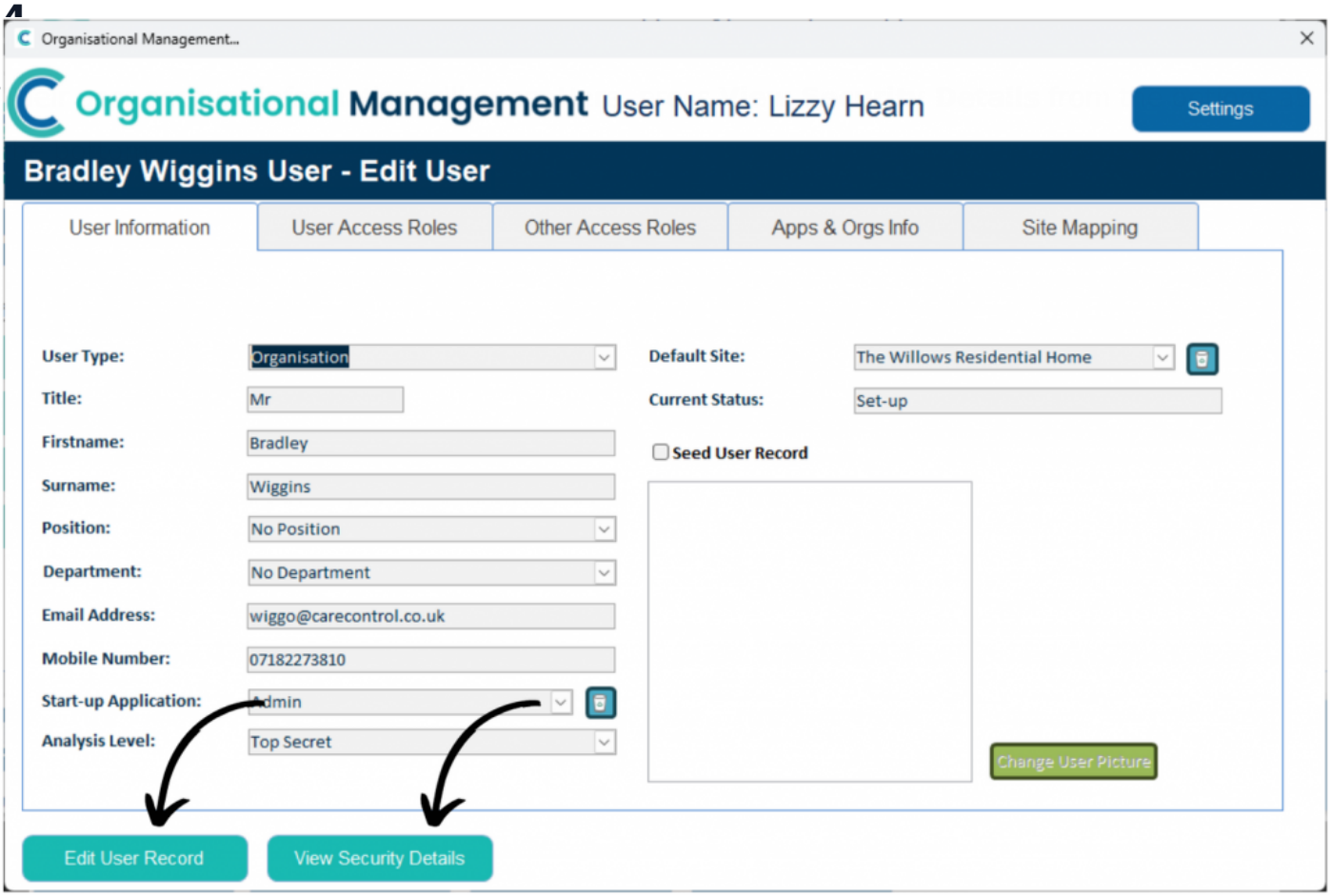
A new window will open. Here, select **Manage Users**.

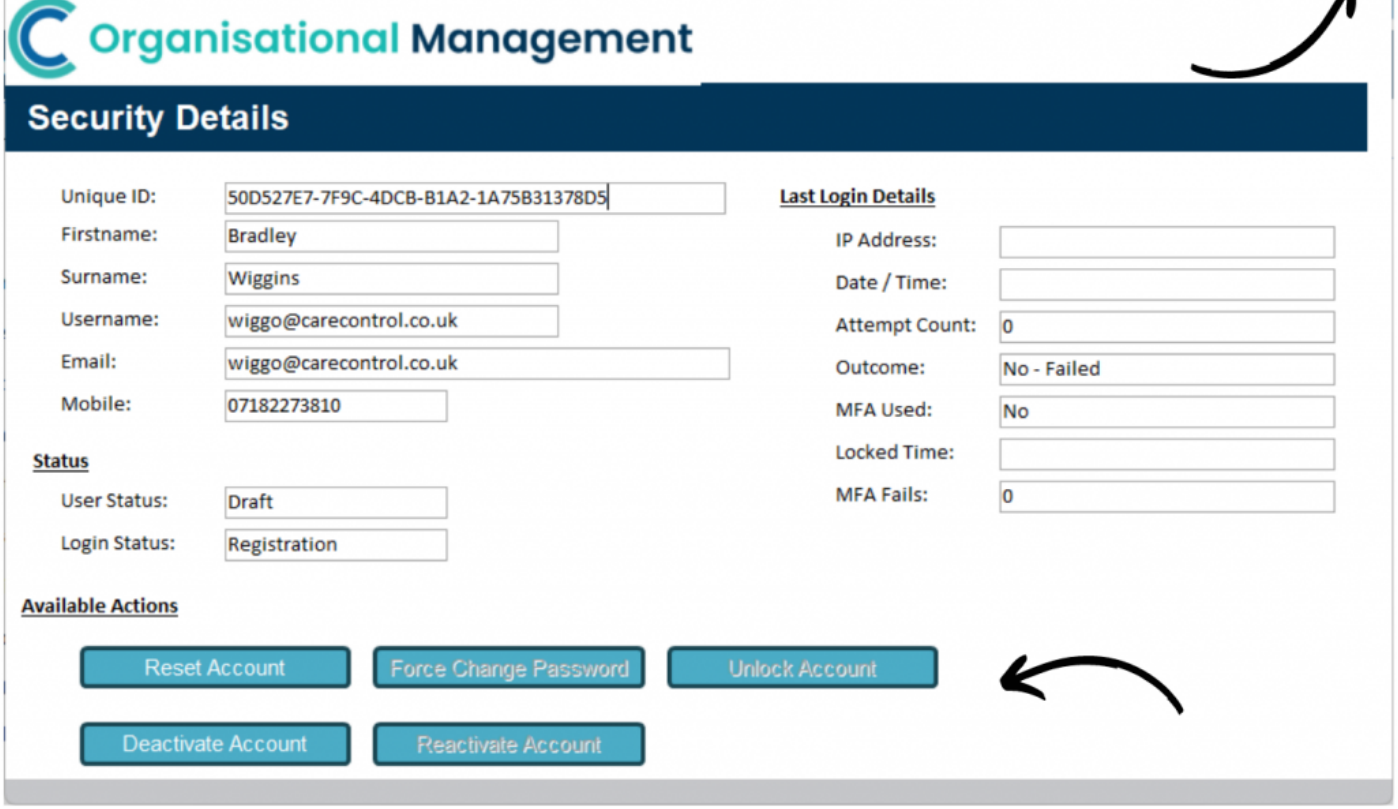

Organisational Management
User Name: Lizzy Hearn
Settings
Manage your Organisation, Roles and Users
Organisation Management
In Organisation Management, you can configure and set-up the organisation structure.
Manage Organisation
Access Role Management
In Access Role Management you can view, edit and create Access Roles which involves application assignment, site association and user association
Manage Access Roles
User Management
In User Management you can view and edit individual user information, including their access roles. Here you can deactivate users and resend registration details
Manage Users
Organisational Management...
Organisational Management
User Name: Lizzy Hearn
Filter
Clear
User Overview
Refresh Data
UserType
Users Name
Position
Department
Status
Show Deactive
Organisation Albert Tatlock No Position No Department Active
Organisation Bec Cartwright Care Manager Care Set-up
Organisation Bobble Head Care Assistant Care Set-up
Organisation Bradley Wiggins No Position No Department Set-up
Organisation Brittany Stephens No Position No Department Set-up
Organisation Chad Smith No Position No Department Set-up
Organisation Enid Sharples No Position No Department Active
Organisation Geraint Thomas Managing Partner Management Set-up
Organisation Hannah Watkins Registered Manager Management Active
Organisation John Donut Managing Partner Management Set-up
Organisation Joseph Unitt No Position No Department Active
Organisation Kerrie Biram Care Manager Management Set-up
Add New User
Bulk Changes
Manage Departments
Manage Positions
Users
4 of 35
No Filter
Search

3

A list of staff members with Care Control Cloud user accounts will be displayed. Find the staff member who’s user account is locked.

Press the **Eye Icon** on the right hand side.





5

Finally, select **Unlock Account** from the Available Actions.