Unlock Account

To unlock the account, click on the **"Unlock Account"** link under "**Trouble logging in? View self-service options**."

Key in the E-mail address or username in the Unlock Account page. Select the method such as SMS, Voice Call or Email to generate a verification code.

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Unlock via SMS

Enter Email or Username. Click the **"Send SMS"** button. Customer is navigated to the **"Enter Verification code sent Via SMS"** screen.

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Unlock Account

Email or Username

SMS or Voice Call can only be used if a mobile phone number has been configured.

Send SMS

Voice Call

Send Email

Back to Log In

Once the code is received, enter the One Time Passcode (OTP) in the Enter Code field and click **"Verify"**.

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Enter verification code sent via SMS.

Enter Code

Sent

Verify

Back to Log In

A pop up window will notify the customer the account has been successfully unlocked. Click on "**Back to log in**" to return to the login page.

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Account successfully unlocked!

You can log in using your existing username and password.

Back to Log In

Unlock via Voice Call

Enter Email or Username. Click the **"Voice Call"** button. Customer is navigated to the "**Enter Verification code sent Via Voice Call"** screen.

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Unlock Account

Email or Username

SMS or Voice Call can only be used if a mobile phone number has been configured.

Send SMS

Voice Call

Send Email

Back to Log In

The customer will receive a Voice Call to the phone number registered on their account with One Time Passcode (OTP).

Once the code is received, enter the One Time Passcode (OTP) in the Enter code field and click **"Verify".**

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Enter verification code received via Voice Call.

Enter Code

Sent

Verify

Back to Log In

A pop up window will notify the customer the account has been successfully unlocked. Click on **"Back to log in"** to return to the login page.

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Account successfully unlocked!

You can log in using your existing username and password.

Back to Log In

Unlock via Send Email

Enter Email or Username. Click the **"Send Email"** button.

A message is displayed to the customer on the "Email Sent!" screen stating an Email has been sent with instructions on resetting the password.

Customers will receive an email to their registered email address with Unlock Account instructions.

Click on the **"Unlock Account"** button within the email.

A pop up window will notify the customer the account has been successfully unlocked. Click on **"Back to log in"** to return to the login page.