

SCC-LIS_TIP OF THE WEEK

MODULE: SoftSecurity	SOFTWARE VERSION: 4.0.8				
TOPIC: Unlock User	ISSUE DATE: 10May2018				
DISTRIBUTION: End Users_All	PAGE: 1 of 1				
ISSUED BY: M-L Dufresne, Territorial LIS Administrator					

TOPIC/QUESTION: LIS system says I am locked out! How did this happen? What do I do?

ANSWER/TIP: After 5 consecutive failed password attempts, a user will be locked out of the system. The user will be warned when they have only one attempt left before being locked out.

ſ	Error	Error
	Wrong user ID or PASSWORD. User (user Id entered on logon screen) has one last attempt to log in before the account is locked.	Sorry, mldufresne account is locked. Please contact LIS administrator to unlock it.
	ОК	ОК

If you are locked out of the LIS please seek your nearest available

- →LIS Administrator
- →Lab Supervisor
- →Technologist 2 (Micro or Core)

NEVER phone SCC to unlock your account. They will refuse as they can't verify your identity.

UNLOCK ACCOUNT IN SECURITY MANAGEMENT by Admin, Supervisor, Tech2:

Security Ma	anagement	1000		-		-	101	-	0 -0	No. of Street, or		
File Reports	File Reports Tools Language Help											
User	Group											
💾 Unlock	🔁 Unlock 🗧 4 It Password 🔀 Email 🍇 Send To Excel											
ID: I	ID: Initials: MLD 🛛 2 pyee #: First Name: Last Name: Domain ID: 💌 Active: 💌 Locked: 💌 🌄 Additional Filter 📮 Find 🕄 3 😓 Reset											
Id	△ Initials	Employee #	First Name	Last Name	Department	Email	Domain	Domain User ID	Active	Locked	Last Logon Date	
> mldufresne	MLD		Laurie	Dufresne	SLAB	myriam-laurie_duf			×	×.	10-05-2018	

1→Click the "User" Button

2→Enter a Search Parameter for the User Such as: Log-In ID, Initials, First Name or Last Name

3→Click "Find" Button and Ensure the Proper User is Displayed/Highlighted

4→Click "Unlock" Button

If necessary, reset the password for the user as well.