

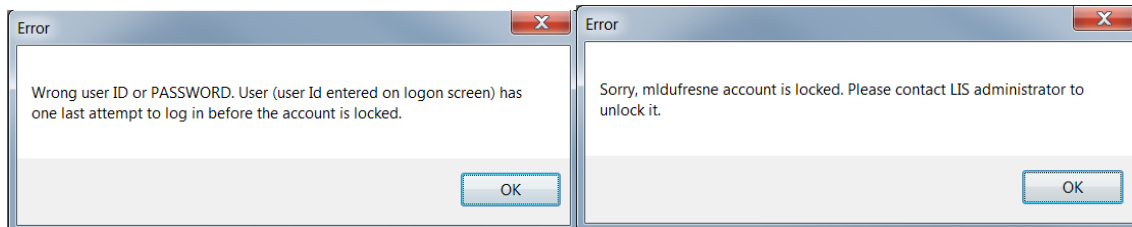


SCC-LIS_TIP OF THE WEEK

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.

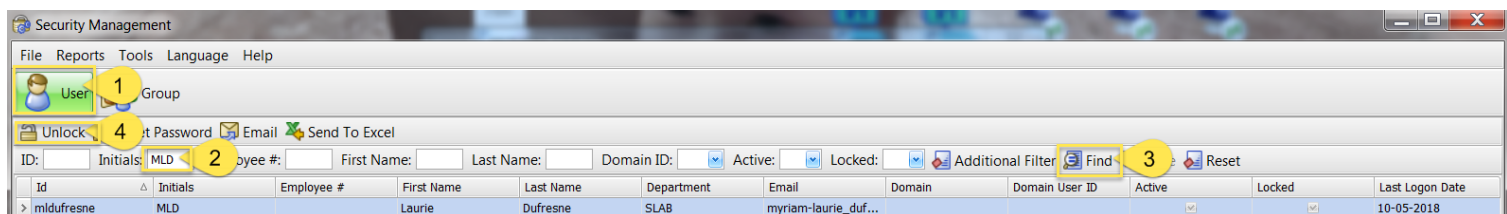


If you are locked out of the LIS please seek your nearest available

- 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:



- 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.