



Process Documentation

Department:

Customer Support

Last Updated:

10/16/2024 12:15 PM

NAME OF PROCESS

Unlocking or Locking a User's Account [GreenScreen]

Use Case / Objectives

There may be scenarios where you need to lock or unlock a user's account (i.e., a period of extended leave or a departure from your organization.) The following document will walk you through the process of locking and unlocking a user's account in GreenScreen.

Configuration, Training, and Reporting

Menu options to access:

8 System File Maintenance Menu => 13 Password Reset

Training

Role - internal agent for InTempo	Description

Reporting

N/A

Unlock or Lock a User's Account

NOTE: When navigating through **RentalMan GreenScreen**, use the Tab key to move through fields when in a selected menu or screen. If you need to move back to a field, use the combination of Shift+Tab.

1. Log into the **RentalMan GreenScreen** environment using your credentials.
2. In the *Option or command* field, type 8 for **System File Maintenance Menu**.

```
WSMAIN                               RentalMan®                               Sys:
  9/23/24                                                                    Cmp:

1. Operations Menu
2. Purchasing Menu
3. Accounts Receivable Menu
4. Accounts Payable Menu
5. General Ledger Menu
6. Sales Analysis Menu
7. Equipment Maintenance Menu
8. System File Maintenance Menu
9. Cross Application Maintenance Menu
10. Data File Purge Options
11. Conversion Menu

80. What's New
88. Enhanced User Maintenance
90. Signoff           99. Printers

Option or command
==> 8
```

- a. Press Enter.
3. The **System File Maintenance Menu** opens displaying a list of available options.

```
CXMNUS                               System File Maintenance Menu                               Sys: DEMO V12
  9/23/24                                                                    Cmp: RM Loc: DMO

File Maintenance                               File Inquiry
-----
1. Employee security file                       21. Employee security file
2. Workstation/user override file              22. Workstation/user override file
3. System location file                         23. System location file
4. System control file                         24. System control file
5. Help text file                              25. Help text file
6. Security program access file
7. Audit file maintenance
8. Outq override file
9. Laser form file
10. Fax Form Attachment File Update
11. Product Configuration
12. A/R Credit Letters
13. Password Reset
14. Terminal Master
Selection or command                               Other
==> _____                               -----
                                                80. Security Authorization Menu
                                                81. International Menu
                                                82. Create Train Environment
                                                83. Create QCHGSYS Library
                                                84. User-Defined Table Definition
                                                90. Signoff
                                                More...
```

- a. In the *Option or command* field, type 13 for Password Reset.

```
File Maintenance
 1. Employee security file
 2. Workstation/user override file
 3. System location file
 4. System control file
 5. Help text file
 6. Security program access file
 7. Audit file maintenance
 8. Outq override file
 9. Laser form file
10. Fax Form Attachment File Update
11. Product Configuration
12. A/R Credit Letters
13. Password Reset
14. Terminal Master
Selection or command
==> 13
```

- b. Press Enter.
- c. The **Enhanced User Maintenance** screen opens, displaying all users in the system.

```
9/23/24 12:18:36 Enhanced User Maintenance
Type option, press Enter or delimit the list with the filters.
1=Enable 2=Disable 3=Reset Password 6=Copy Profile 7=Change 8=Maintain Workstations
```

0	Profile	Name	Status	Comment
~	ARASHOW	ARA SHOW PROFILE	*DISABLED	Profile ARASHOW changed by WG067JL on 07/30/24
~	AXM005DD	DAN DEATON	*DISABLED	Profile AXM005DD changed by WG067JL on 09/05/23
~	AXM030MS	MIKE STILWAGNER	*DISABLED	Profile AXM030MS changed by WG067JL on 09/05/23
~	AXM047PS	PATRICK STEPHENS	*DISABLED	Profile AXM047PS changed by WG067JL on 09/05/23
~	AXM048BJ	BARB JAMALKOWSKI	*DISABLED	Profile AXM048BJ changed by WG067JL on 09/05/23
~	AXM051BR	BOB RICHARDSON	*DISABLED	Profile AXM051BR changed by WG067JL on 09/05/23
~	AXM066JG	JOHN GARRETT	*ENABLED	Profile AXM066JG changed by WG067JL on 09/05/23
~	AXM067JL	JEFF LOOMIS	*ENABLED	Profile AXM067JL changed by WG067JL on 09/05/23
~	AXM083JS	jan speaks- WYNNE SYSTE	*DISABLED	Profile AXM083JS changed by WG067JL on 09/05/23
~	AXM088JU	JILL UEHARA	*DISABLED	Profile AXM088JU changed by WG067JL on 09/05/23
~	AXM110BH	BECKY HUUSFELDT	*DISABLED	Profile AXM110BH changed by WG067JL on 09/05/23
~	AXM114BG	BEN GOODE	*DISABLED	Profile AXM114BG changed by WG067JL on 09/05/23
~	AXM118VN	VAN NGUYEN	*DISABLED	Profile AXM118VN changed by WG067JL on 09/05/23
~	AXM123DC	DELANEYA CLARK	*DISABLED	Profile AXM123DC changed by WG067JL on 09/05/23
~	AXM160NT	NAM TRUONG - WYNNE SYSTE	*DISABLED	Profile AXM160NT changed by WG067JL on 09/05/23

- 4. For this example, the user gave you their *Name* and *Profile* (UserID number) so you can locate them in the system by either option. **NOTE:** For more accurate results, search for the profile first. If you search by name, search for their last name first.
 - a. Type in the user’s UserID number in the *Profile* field at the top of the column.

```
1=Enable 2=Disable 3=Reset Password 6=Copy Profile 7=Change
AXMDM0009
```

0	Profile	Name	Status	Comment
~	ARASHOW	ARA SHOW PROFILE	*DISABLED	Profile ARASHOW

- b. Press Enter.

NOTE: From here, please continue to either the *Unlock a User's Account* section or the *Lock a User's Account* section depending on the action needed for the selected user.

Unlock a User's Account

1. The **Enhanced User Maintenance** screen refreshes to display any users in the system whose *Profile* matches the value entered.

```

9/23/24 12:35:09                               Enhanced User Maintenance
Type option, press Enter or delimit the list with the filters.
1=Enable 2=Disable 3=Reset Password 6=Copy Profile 7=Change 8=Maintain Workstations
AXM067JL
-----
0 Profile      Name      Status      Comment
  AXM067JL    JEFF LOOMIS  *DISABLED   Profile AXM067JL disabled by RM0001DA on 09/23/24
    
```

- a. In this example, you will see that the user is disabled in the *Status* column. You will also see the date they were locked out under the *Comment* column.
2. To unlock the user, type 1 in the *0* (options) column next to the disabled user.

```

9/23/24 12:35:09                               Enhanced User Maintenance
Type option, press Enter or delimit the list with the filters.
1=Enable 2=Disable 3=Reset Password 6=Copy Profile 7=Change 8=Maintain Workstations
AXM067JL
-----
0 Profile      Name      Status      Comment
1 AXM067JL    JEFF LOOMIS  *DISABLED   Profile AXM067JL disabled by RM0001DA on 09/23/24
    
```

- a. Press Enter.
- b. The **Enhanced User Maintenance** screen refreshes, the User's *Status* shows *Enabled* and the *Comment* column updated to reflect this change.

```

9/23/24 12:36:06                               Enhanced User Maintenance
Type option, press Enter or delimit the list with the filters.
1=Enable 2=Disable 3=Reset Password 6=Copy Profile 7=Change 8=Maintain Workstations
AXM067JL
-----
0 Profile      Name      Status      Comment
  AXM067JL    JEFF LOOMIS  *ENABLED    Profile AXM067JL enabled by RM0001DA on 09/23/24
    
```

Lock a User's Account

1. The **Enhanced User Maintenance** screen refreshes to display any users in the system whose *Profile* matches the value entered.

```

AXMDM0003
0 Profile Name Status Comment
  AXMDM0003 TK DEMO PROFILE 003 *ENABLED Profile AXMDM0003 changed by WG067JL on 09/05/23
    
```

- a. In this example, you will see that the user is enabled in the *Status* column. You will also see the date they were last updated under the *Comment* column.

2. To lock the user, type a **2** in the **0** (options) column next to the disabled user.

```

9/23/24 13:21:30 Enhanced User Maintenance
Type option, press Enter or delimit the list with the filters.
1=Enable 2=Disable 3=Reset Password 6=Copy Profile 7=Change 8=Maintain Workstations
AXMDM0003
0 Profile Name Status Comment
2 AXMDM0003 TK DEMO PROFILE 003 *ENABLED Profile AXMDM0003 changed by WG067JL on 09/05/23
    
```

- a. Press Enter.
- b. The **Enhanced User Maintenance** screen refreshes, the User's *Status* shows *Disabled*, and the *Comment* column updated to reflect this change.

```

9/23/24 13:24:40 Enhanced User Maintenance
Type option, press Enter or delimit the list with the filters.
1=Enable 2=Disable 3=Reset Password 6=Copy Profile 7=Change 8=Maintain Workstations
AXMDM0003
0 Profile Name Status Comment
  AXMDM0003 TK DEMO PROFILE 003 *DISABLED Profile AXMDM0003 disabled by RM0001DA on 09/23/24
    
```