



# Process Documentation

*Department:*

Customer Support

*Last Updated:*

10/21/2024 8:43 AM

**NAME OF PROCESS**

## Locking or Unlocking a User's Account

**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 RolePlay.

**Configuration, Training, and Reporting**

**Menu options to access:**

Main Operations => System File Maintenance => Enhanced User Maintenance


**Training**

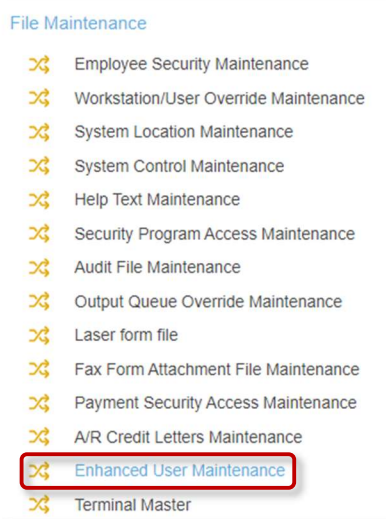
Role	Description
N/A	N/A

**Reporting**

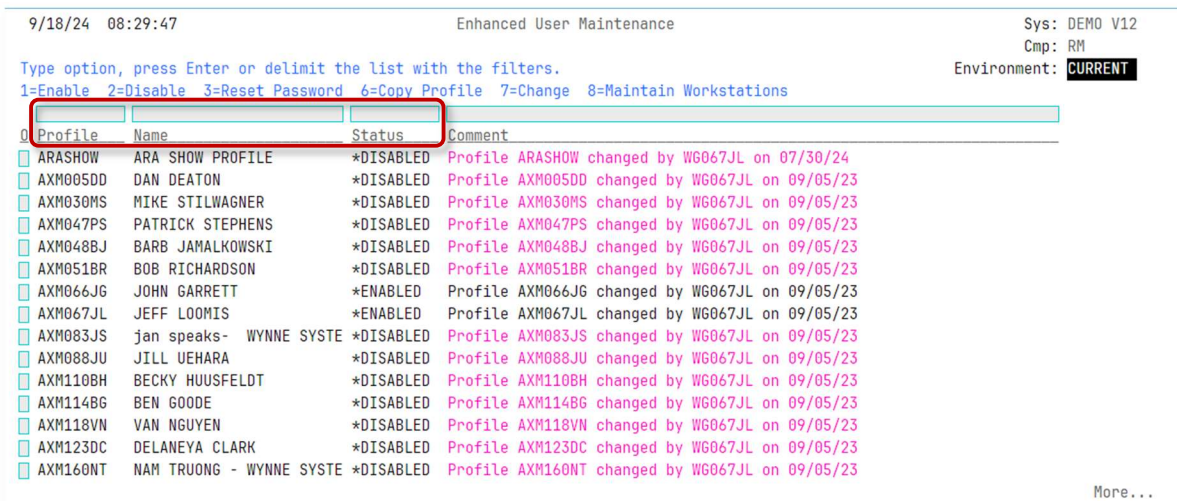
N/A

## Locking or Unlocking a User's Account

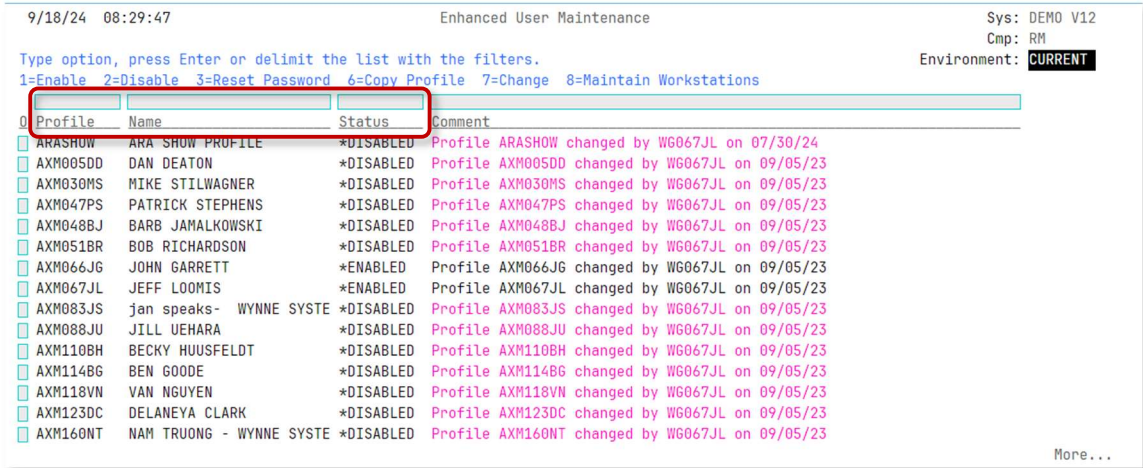
1. Log into the **Roleplay** environment using your credentials.
2. Click on the **System File Maintenance** menu  and under the **File Maintenance** section, click on **Enhanced User Maintenance**.



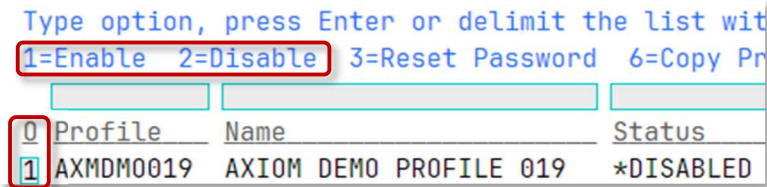
- a. The **Enhanced User Maintenance** screen opens, displaying all the users in the system and their status. On this screen, you will see the User ID listed under the **Profile** column, the user's first and last names listed under the **Name** column, and Enabled or Disabled in the **Status** column.



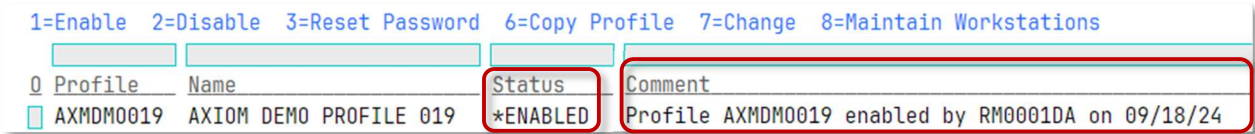
- If you do not see the user whose status you would like to update, you can search for them using the search bars above each column or you can scroll/page down until you locate the desired user.



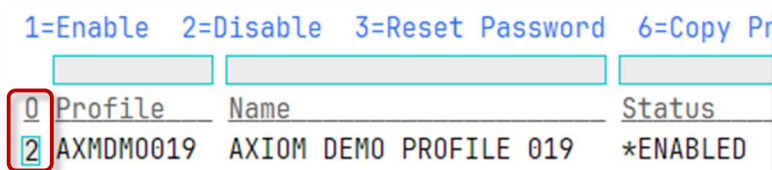
- Once you have located your user, you can enable (unlock) or disable (lock) them depending on their current Status. Type 1 to enable or 2 do disable in the *Options* column.
  - In this example, we will enable the user’s account by entering a 1 in the *Options* column.



- Press enter.
  - The **Enhanced User Maintenance** screen refreshes; the updated user’s status now shows as *Enabled*; and the *Comment* column updates to reflect the change.



- To disable a user, type 2 in the *Options* column and press enter.



- The **Enhanced User Maintenance** screen refreshes; the updated user's status is now *Disabled*; and the *Comment* column updates to reflect the change.

0	Profile	Name	Status	Comment
<input type="checkbox"/>	AXMDM0019	AXIOM DEMO PROFILE 019	*DISABLED	Profile AXMDM0019 disabled by RM0001DA on 09/18/24