Unlock User Account

1. Purpose

This function allows unlocking locked user account.

2. How To Invoke

➤ During the verification process in user log-in procedure, when the system finds that the user account is locked, a link "Unlock User Account" will appear.

➤ Click the link "Unlock User Account".

3. Usage Guide

- ➢ "Company" and "User Name" fields are automatically filled with the ones in the previous "Authorized Customers Logon" page.

- ➢ Enter the registered email address of the unlock user account in "Registered Email Address" field.

- ➢ All input fields are case-sensitive.

- ➢ Click "Submit" button to request unlocking user account.

- ➢ Click "Reset" button to reset the entries.