

## 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”.



The screenshot shows the RTI River Trade Terminal website interface. At the top left is the RTI logo and name. To the right are language options (繁體, 简体), Site Map, and Print. Below these are Home and Contact Us links. A navigation bar contains Authorized Customers, Transportation Companies, General Enquiries, and Download Area. A red error banner displays "Error: Account is locked." Below this is the "Authorized Customer Logon" section with input fields for Company (TOP), User Name (USER01), and Password (masked with dots). A blue link "Unlock User Account" is positioned below the password field. At the bottom of the form are Submit and Reset buttons. The footer contains copyright information for 2010, links to FAQ and Website Use and Access Agreement, and the version number 1.1.02.0.

### 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.



The screenshot shows the RTT website header with the logo and navigation links (繁體, 简体, Site Map, Print, Home, Contact Us). Below the header is a navigation bar with four tabs: Authorized Customers (selected), Transportation Companies, General Enquiries, and Download Area. The main content area is titled "Unlock User Account" and contains three input fields: "Company" (pre-filled with "TOP"), "User Name" (pre-filled with "USER01"), and "Registered Email Address" (empty). Below the fields are two buttons: "Submit" and "Reset". The footer contains the copyright notice: "All rights reserved. Copyright © 2010 River Trade Terminal Co. Ltd. [FAQ] [Website Use and Access Agreement] Version : 1.1.02.0".