

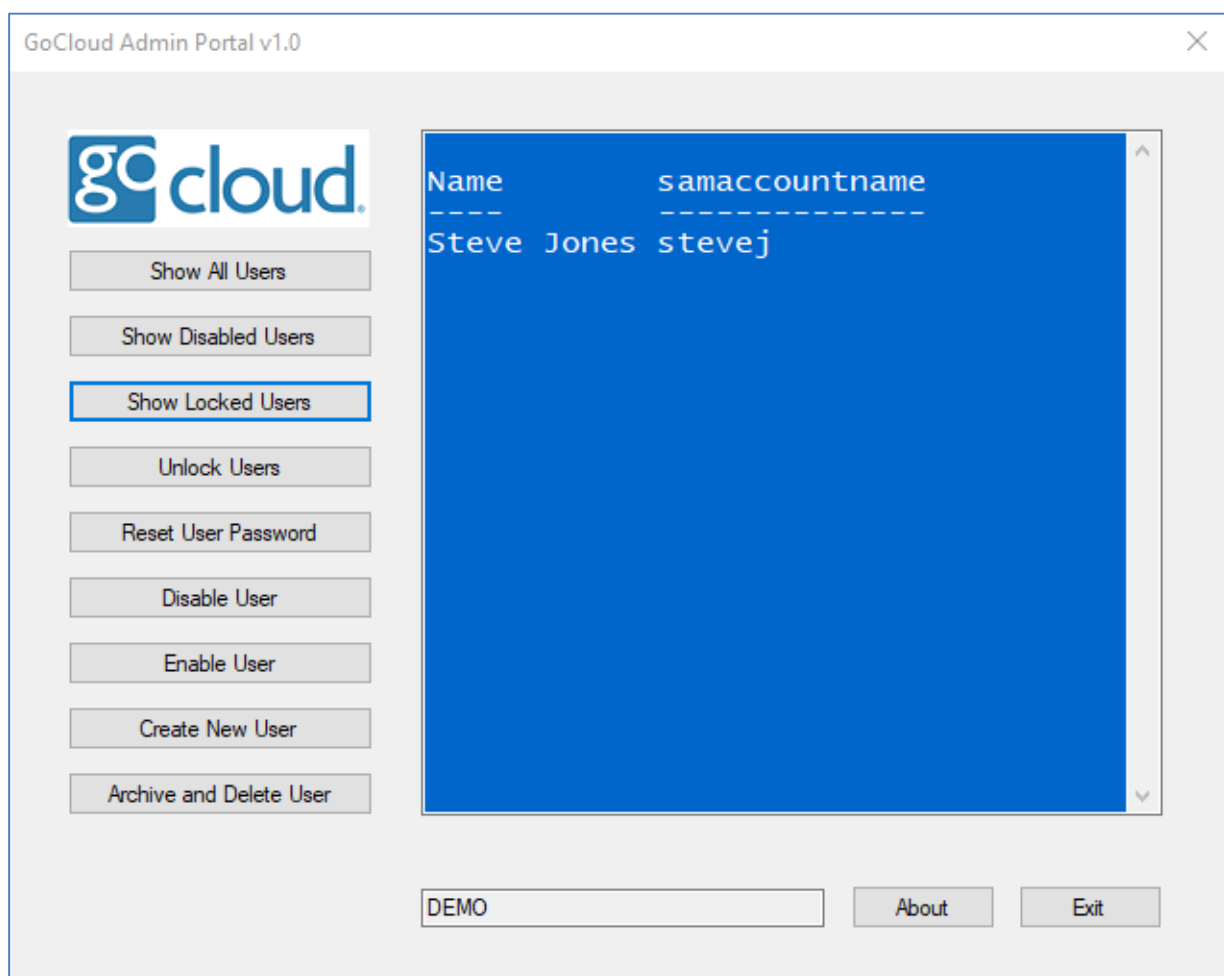


Unlocking a User

If a user logs on too many times with an incorrect password, they will become locked out of the system.

Open the “GoCloud Admin Portal” program from the desktop, select “Show Locked Users”.

This will show which users are currently locked out of the system.



Select “Unlock Users” to unlock all users that are currently locked out, if you select “Show Locked Users” again the blue screen should now be clear.